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AdminStudio®

AdminStudio 2013

Installation Guide

Legal Information

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AdminStudio 2013 Installation Guide

Information about installing the AdminStudio is presented in the following sections:

Table 1-1 • Installing AdminStudio 2013 Client Tools

Topic	Content
AdminStudio Editions	Describes the tools and functionality available in all of AdminStudio's Editions and Add-On Packs.
AdminStudio 2013 System Requirements	Lists the hardware and software requirements for the components of the AdminStudio client tools. Also includes an AdminStudio architecture diagram.
Installing AdminStudio 2013	Describes the AdminStudio client tools and explains how to install them. This section also explains how to upgrade an existing Application Catalog to be used with AdminStudio 2013. • AdminStudio Client Tools, By Edition • Installing the AdminStudio Client Tools • Upgrading an Existing Application Catalog to AdminStudio 2013
Installing AdminStudio 2013 Limited Editions	Describes how to install the following AdminStudio Limited Editions: • Installing AdminStudio 2013 ZENworks Edition
Activating AdminStudio	Explains how to activate your AdminStudio serial number, and provides activation troubleshooting information.

Table 1-1 • Installing AdminStudio 2013 Client Tools

Topic	Content
Upgrading Your Product Edition	Explains how to use AdminStudio's built-in upgrade capability to activate features in a higher Edition without re-installing the application.
Evaluating AdminStudio	Explains how to evaluate the AdminStudio Enterprise Edition client tools and the AdminStudio Enterprise Server Web tools, and also how to activate your product after purchasing a serial number.

AdminStudio Editions

This section explains the tools and functionality available in each of the available AdminStudio Editions:

- AdminStudio 2013 Full Editions
- AdminStudio 2013 ZENworks Limited Edition

AdminStudio 2013 Full Editions

AdminStudio 2013 is available in Standard, Professional, and Enterprise Editions. You can also purchase an additional Application Virtualization Pack, Application Compatibility Pack (with or without a Batch Testing option), and Mobile Pack.

Edition	Add On Pack	Tools	Functionality
Standard	*None*	• Repackager • Distribution Wizard • InstallShield 2013 (Professional Edition) • Tuner • Application Isolation Wizard	• Windows Installer repackaging • Windows Installer customization • Preparation for distribution • Basic ISO tagging, including creation of tag files
	Application Virtualization Pack	• Automated Application Converter (Single Application Version) • Virtual Package Editor • Microsoft App-V Assistant • ThinApp Assistant • Citrix Assistant	• Convert packages to virtual applications for common virtualization platforms including Microsoft App-V (4.x and 5.0), Microsoft Server App-V, Citrix XenApp, VMware ThinApp, and Symantec Workspace. • App-V package editing

Professional	*None*	Same as **Standard**, plus:
		• Application Manager with Test Center
		• OS Snapshot Wizard
		• QualityMonitor
			Same as **Standard**, plus:
			• Application management
			• Test Center includes tests in the following categories:
			  ◦ Windows Installer Internal Consistency Evaluators
			  ◦ Windows Installer Best Practices
			  ◦ Application Conflicts
			• Test Center includes the following features:
			  ◦ Ability to test and fix multiple packages at a time.
			  ◦ Both summary and detailed views of group and package test results.
			• Advanced ISO tag file creation, editing, and storage

Edition	Add On Pack	Tools	Functionality

Professional (Continued)	**Application Virtualization Pack**	Same as **Standard**, plus:
		• Automated Application Converter (Single Application Version) with Virtualization Suitability Testing
			Same as **Standard**, plus:
			• Import of virtual packages into Application Catalog.
			• Ability to view virtual package data in Application Manager.
			• Automated conversion of legacy packages to Windows Installer packages.
			• Test Center includes tests in the following categories:
			  ◦ Application Virtualization Compatibility
			  ◦ Microsoft App-V Best Practices
			• Test Center includes the following additional features:
			  ◦ App-V package best practices testing
			  ◦ App-V package conflict testing

	Application Compatibility Pack	• *Enhanced Test Center*	• Test Center includes additional tests in the Operating System Compatibility category:
			  ◦ Microsoft Windows 7 (32-bit and 64-bit)
			  ◦ Windows 8 (32-bit and 64-bit)
			  ◦ Windows Server 2008 R2
			  ◦ Windows Server 2012
			• In Test Center, you can display Microsoft Application Compatibility Toolkit (ACT) database test results on **ACT Summary** tab of the **Test Center Deployment Type View**.
			• Test Center provides limited functionality when performing Operating System Compatibility testing:
			  ◦ You can test and fix only one package at a time.
			  ◦ On the **Operating System Compatibility** tab of the Test Center **Deployment Type View**, you can see detailed data for only the last package tested; for all other packages in the Application Catalog, this tab is blank.

Edition	Add On Pack	Tools	Functionality

Enterprise	*None*	Same as **Professional**, plus:
		• InstallShield 2013 (Premier Edition instead of Professional Edition)
		• AdminStudio Virtual Desktop Assessment (Limited Edition)
		• Application Manager Report Center Tab
		• OS Security Patch Wizard
		• Software Repository
		• Job Manager
		• Report Center
		• Security Console
		• Platform API
			Same as **Professional**, plus:
			• **Report Center** tab provides advanced reporting including detailed summary and dashboard reports on Test Center test results, package data, and deployment information.
			• Process and workgroup management feature
			• AdminStudio Virtual Desktop Assessment tool provides the following additional features:
			  ◦ Monitors the behavior of computers, users, and applications in your enterprise and gathers data to provide full visibility into your desktop environment.
			  ◦ Virtual Desktop Assessment reports are displayed in Test Center, which you can use to plan your desktop virtualization initiative.
			  ◦ Test Center includes additional tests in the **Application Runtime Analysis** subcategory of the **Application Virtualization Compatibility** test category to determine whether a Windows Installer package is a suitable candidate for conversion to a virtual desktop.
			• You can use the AdminStudio Platform API to integrate your existing .NET applications or scripting environments like Microsoft PowerShell with AdminStudio. The AdminStudio Platform exposes the core tasks involved in the application readiness process lifecycle.

Edition	Add On Pack	Tools	Functionality
Enterprise (Continued)	**Application Virtualization Pack**	Same as **Professional**, plus: • Automated Application Converter (Multiple Application Version) with Virtualization Suitability Testing • AdminStudio Server App-V Package Creation Wizard	Same as **Professional**, plus: • Automated conversion of multiple packages to virtual applications • Automated conversion of multiple legacy packages to Windows Installer • Ability to create and manage Microsoft Server App-V applications and distribute them to Microsoft System Center Virtual Machine Manager • Report Center tab includes the Application Virtualization Compatibility Dashboard. Also, Report Center's Application Readiness Dashboard includes App-V virtualization readiness status.

Edition	Add On Pack	Tools	Functionality

Enterprise (Continued)	**Application Compatibility Pack**	• *Enhanced Test Center*	Same as **Professional**, plus:
			• Import of web applications into the Application Catalog
			• Test Center includes additional tests in the Browser Compatibility category:
			  ◦ Internet Explorer 8
			  ◦ Internet Explorer 9
			  ◦ Internet Explorer 10
			• Can display Microsoft ACT database test results in a report on the Report Center tab.
			Application Compatibility Pack Batch Testing Option
			If you purchase the Application Compatibility Pack on the Per User or Per Desktop license model or with the **Batch Testing** license option, you will have this additional functionality:
			• When performing Operating System Compatibility and Browser Compatibility testing, you will be able to test and fix multiple packages or groups of packages simultaneously.
			• Ability to view package-level test details for Operating System Compatibility and Browser Compatibility tests for all packages in the Application Catalog, not just the last one tested.
			• Ability to use the `Test-ASPackage` and `Resolve-ASPackage` Platform API commands to perform batch package testing and issue resolution.

	Mobile Pack	• *Enhanced Application Manager* • *Enhanced Distribution Wizard*	• Import of Apple iOS applications (.ipa), Apple firmware packages (.ipsw), and Microsoft Windows Store applications (.appx) into Application Catalog • Ability to publish mobile applications to System Center 2012 Configuration Manager SP1 • Ability to view deployment data for Windows Store applications, including detection methods and framework customizations

AdminStudio 2013 ZENworks Limited Edition

Information about the AdminStudio 2013 ZENworks Edition is presented in the following sections:

- ZENworks Edition for ZENworks 10 and 11 Users
- ZENworks Server Connection Requirement

ZENworks Edition for ZENworks 10 and 11 Users

The AdminStudio 2013 ZENworks Edition for Novell ZENworks Configuration Manager (ZCM) 10 and 11 customers includes all of the features of AdminStudio Standard Edition, the basic version of the AdminStudio solution. AdminStudio Standard Edition provides a cost-effective way for software packagers to migrate applications to Windows Installer. It enables control over MSI packaging, customization, and distribution activities, helping organizations rapidly and reliably package and deploy applications. For more information, see Standard Edition.

ZENworks Server Connection Requirement

The first time you launch an AdminStudio ZENworks Edition tool, you will be prompted to log in to a ZENworks eDirectory server or a ZENworks Configuration Management server. After a successful login, you will not be prompted to login again.

Contacting Us

You may contact us from anywhere in the world by visiting the our Web site at:

http://www.flexerasoftware.com

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AdminStudio 2013 System Requirements

Before installing the AdminStudio client tools, review the following AdminStudio architecture diagram and the hardware and software requirements.

- AdminStudio Architecture Diagram
- Hardware and Software Requirements
- Installing Internet Information Services (IIS)

AdminStudio Architecture Diagram

While the AdminStudio client tools are usually installed on one machine, they interact with database servers, web tools, and other systems. The following architecture diagram illustrates how the components of AdminStudio Enterprise Edition Complete interact.

Figure 2-1: AdminStudio Architecture Diagram

This diagram includes the following components:.

Table 2-1 • AdminStudio Architecture Diagram Components

Component	Description
AdminStudio Client	Machine where AdminStudio client tools are installed.
AdminStudio Enterprise Database	Microsoft SQL Server database server containing the AdminStudio Application Catalog/Workflow Manager database.
Software Repository	Location on a file server where you can securely store not only Windows Installer (`.msi`) and Microsoft App-V (`.sft`) packages, but also all of the files that are associated with those packages.
Workflow Manager Web Server	Server where Workflow Manager application is installed.
Workflow Manager File Server	Location where files that are uploaded to Workflow Manager are stored.
Active Directory Server	Enterprise Active Directory server.
SMTP Server	Enterprise email server.
Third Party Servers	AdminStudio can interact with Microsoft System Center Configuration Manager, Microsoft System Center Virtual Machine Manager, Citrix XenApp Server, Novell ZENworks, and LANDesk servers.

Note • *For more information on AdminStudio Enterprise Edition, Virtualization Pack, Application Compatibility Pack, and Mobile Pack, see AdminStudio Editions.*

Hardware and Software Requirements

All of AdminStudio—Web sites, XML Web services, and database—can reside on a single machine; however, the configuration detailed in this section is recommended.

- AdminStudio Client Tool Machine
- Application Catalog Database Server
- Workflow Manager Web Server / AdminStudio Enterprise Server
- Software Repository
- Limited Edition Requirements
- Automated Application Converter Requirements

AdminStudio Client Tool Machine

The following table lists the recommended system configuration for a machine running the AdminStudio client tools.

Table 2-2 • AdminStudio Client Tool Machine System Requirements

Item	Description
Platform	32-bit or 64-bit processor at 2 GHz or greater ***Note*** • *All of the AdminStudio client tools run on 64-bit Windows operating systems. To repackage 64-bit applications or create 64-bit App-V packages, install AdminStudio on a 64-bit Windows operating system.*
RAM	4 GB
Hard Disk	4.0 GB
Display	Designed for XGA at 1024 x 768 resolution or higher
Operating System	Windows 8, Windows 7, or Windows Vista
Browser	Microsoft Internet Explorer 7.0 or later
Privileges	Administrative privileges on the system

Application Catalog Database Server

The following table lists the recommended system configuration for an AdminStudio Application Catalog database server:

Table 2-3 • Application Catalog Database Server System Requirements

Item	Description
Platform	32-bit or 64-bit processor at 2 GHz or greater
RAM	4 GB or greater (8 GB preferred)
Hard Disk Space	80 GB or greater
Operating System	Windows Server 2008 R2 or later
Database Software	SQL Server 2008 R2 or later databases, including SQL Server 2012 (latest version preferred). • SQL Server must be installed with case-insensitive dictionary sort order and ISO-8859-1 character set. (Use *sp_helpsort* T-SQL command for more information.) • [NEW] `SQL_Latin1_General_CP1_CI_AS` is the required collation setting for AdminStudio database server. It is the only supported collation. ***Note*** • *Before attempting to connect to an existing Microsoft SQL Server, open SQL Server Configuration Manager and make sure that the following three protocols are enabled:* • *Shared Memory* • *Named Pipes* • *TCP/IP*

Workflow Manager Web Server / AdminStudio Enterprise Server

The following table lists the system requirements for the web server that hosts the Workflow Manager data web service and the actual Workflow Manager web site and/or AdminStudio Enterprise Server.

Table 2-4 • Workflow Manager / AdminStudio Enterprise Server System Requirements

Item	Description
Processor	32-bit or 64-bit processor at 2 GHz or greater. ***Note*** • *AdminStudio Enterprise Server / Workflow Manager runs in 32-bit mode on a 64-bit OS.*
RAM	4 GB or greater (8 GB preferred)
Hard Disk Space	100 GB or greater
Operating System	Windows Server 2008 R2 or later
IIS	IIS 7.0 or later
.NET	.NET Framework 4.0
MSXML	MSXML 4.0

Software Repository

The following tables lists the recommended system configuration for the machine that stores the Software Repository files.

Table 2-5 • Software Repository System Requirements

Item	Description
Processor	1 GHz or greater
RAM	2 GB or greater
Hard Disk Space	500 GB or greater
Operating System	Windows 8, Windows 7, Windows Vista, or Windows Server 2008 or later

Limited Edition Requirements

The AdminStudio Limited Editions have the following additional requirements:

- ZENworks Edition Requirement: Connection to a ZENworks Server

ZENworks Edition Requirement: Connection to a ZENworks Server

To use AdminStudio ZENworks Edition, you must be able to connect to a ZENworks server. The first time you launch one of the AdminStudio tools, you will be prompted to enter the login credentials to a ZENworks server. After you successfully connect to that server, you will not be required to enter this information again.

Note • *For more information, see Activating AdminStudio ZENworks Edition.*

Automated Application Converter Requirements

This section lists the requirements for the virtual machines used by Automated Application Converter to perform repackaging. Also, the software requirements for specific virtual technologies are listed.

- Virtual Machine Requirements
- Virtual Technology Requirements

Virtual Machine Requirements

Edition • *Automated Application Converter is included in the AdminStudio Application Virtualization Pack.*

Automated Application Converter performs automated repackaging on virtual machines. This section lists the virtual machine platform and virtual machine image system requirements.

- Supported Virtual Machine Platforms
- VMware Requirements
- Microsoft Hyper-V Server Requirements
- Virtual Machine Image Requirements

Supported Virtual Machine Platforms

The Automated Application Converter supports automated repackaging on virtual machines from the following platforms:

- VMware ESX/ESXi Server, Version 3.5 Update 3 or later
- VMware Workstation 6.5 or later
- Microsoft Hyper-V Server 2008 R2 or later

VMware Requirements

As described above, Automated Application Converter supports automated repackaging on VMware ESX/ESXi Server and VMware Workstation.

- VMware VIX API Requirement
- VMware ESX/ESXi Server Permission Requirements

VMware VIX API Requirement

In order for Automated Application Converter to perform automated repackaging, it needs to communicate with the virtualization technology that you are using. If you are using VMware virtualization technology (VMware ESX or ESXi Server or a local VMware Workstation), the VMware VIX API needs to be installed on the same machine as the Automated Application Converter. You can do this by either installing VMware Workstation on that machine or by downloading and installing the VMware VIX API from the following location:

http://www.vmware.com/support/developer/vix-api

***Note** • When using VMware Workstation, it is recommended that you install VMware Workstation on the same machine as Automated Application Converter so that Automated Application Converter will use the version of the VIX API that was designed for that specific version of VMware Workstation. Although it is likely that newer versions of the VIX API will also work, it seems that the best approach is for Automated Application Converter to use the version of the VIX API that was bundled with your version of VMware Workstation.*

VMware ESX/ESXi Server Permission Requirements

If you plan to use a VMware ESX/ESXi Server in conjunction with Automated Application Converter, make sure that the account that you use to log in to this server has the permissions/roles needed to automatically open a VM using VMware VIX API. The account needs to either have an administrator role assigned or, at least, have the following three roles assigned:

- All Privileges/Virtual Machine/State/Create Snapshot
- All Privileges/Virtual Machine/State/Delete Snapshot
- All Privileges/Virtual Machine/Interaction/Console Interaction

If the login account does not have these permissions/roles, Automated Application Converter will be unable to automatically boot up a virtual machine on that server.

Microsoft Hyper-V Server Requirements

As described above, Automated Application Converter supports automated repackaging on Microsoft Hyper-V Server. When preparing a Hyper-V Server for use with Automated Application Converter, make sure that the following conditions are met:

- **Configuration tools**—Verify that the Hyper-V configuration tools are installed on the Hyper-V server machine. These tools can be installed using the Microsoft Hyper-V Management Console.
- **Connection**—Verify that you can successfully connect to the Hyper-V Server from the machine where AdminStudio Automated Application Converter is installed.
- **Permissions**—Make sure that the Hyper-V Server user has the following permissions to perform operations on the Hyper-V machines:
  - Permission to create/restore/delete VM snapshots
  - Permission to start and stop virtual machines
  - Permission to access console sessions
- **Configuration settings**—Connecting to a WMI namespace on a remote computer running Windows Vista or Windows Server 2008 may require changes to configuration settings. Check the following configuration settings on the AdminStudio machine as well as on the Hyper-V Server machine:
  - Windows Firewall Settings
  - User Account Control (UAC) Settings
  - DCOM Settings
  - Common Information Model Object Manager (CIMOM) Settings

  For detailed information, see Connecting to WMI Remotely at:

  http://msdn.microsoft.com/en-us/library/aa822854(VS.85).aspx

Virtual Machine Image Requirements

Automated Application Converter uses virtual machines to perform automated repackaging. These virtual machines have the following requirements:

Virtual Machine System Requirements

When creating a virtual machine image that will be hosted on one of the virtual machine platforms listed above, the recommended minimum requirements should meet those required by the applications you are trying to repackage. Since you repackage on the target deployment platform, the virtual machine image should closely resemble the target deployment environment.

Preparing Your Virtual Machines for Use With the Automated Application Converter

You need to prepare each virtual machine that you are going to use with the Automated Application Converter to perform automated repackaging by running the Virtual Machine Preparation setup and by creating a snapshot. For instructions, see Preparing Your Virtual Machines for Use With the Automated Application Converter.

Virtual Technology Requirements

In order to convert to some virtual formats, there are some software requirements:

Table 2-6 • Virtual Technology System Requirements

Virtual Format	Requirement
App-V 5.0	• **Conversion**—To convert a package to App-V 5.0 format using Automated Application Converter's **App-V 5.x with Sequencer** method, the Microsoft Application Virtualization 5.0 Sequencer must be installed on the virtual machine where the conversion will take place. • **Upgrade**—To upgrade an imported App-V 4.x package to App-V 5.0 format directly from Application Manager using the **App-V Upgrade Wizard**, the Microsoft Application Virtualization 5.0 Sequencer must be installed on the same machine as AdminStudio. • **Testing**—To test an App-V package using Automated Application Converter, the Microsoft Application Virtualization 5.0 Client must be installed on the same machine as AdminStudio.
VMware ThinApp	To convert a package to VMware ThinApp format, VMware ThinApp must be installed on the same machine as AdminStudio, and all license agreements must have been accepted.
Symantec Workspace	To convert a package to a Symantec Workspace virtual package, the Symantec Workspace Virtualization Agent must be installed on the same machine as AdminStudio.

Installing Internet Information Services (IIS)

Internet Information Services (IIS) is required to be installed on the machine on which you are installing AdminStudio Enterprise Server / Workflow Manager.

To install IIS on a Windows Server 2008 R2 machine, perform the following steps.

Task: ***To install IIS, perform the following steps:***

1. Open **Server Manager**.
2. In the tree, select **Roles**.
3. Click **Add Roles**. The **Before You Begin** panel of the **Add Roles Wizard** opens.
4. Click **Next**. The **Select Server Roles** panel opens.
5. Select **Application Server**. You will be prompted to **Add features required for Application Server?**
6. Click **Add Required Features**.
7. Back on the **Select Server Roles** panel, select **Web Server (IIS)**.
8. Click **Next**. The **Application Server** panel opens.
9. Click **Next**. The **Select Role Services** panel opens.
10. Select **Web Server (IIS) Support**. You will be prompted to **Add role serves and features required for Web Server (IIS) Support?**
11. Click **Add Required Role Services**.
12. Back on the **Select Role Services** panel, click **Next**. The **Web Server (IIS)** panel opens.
13. Click **Next**. The **Select Role Services** panel opens.
14. Select **IIS 6 Management Compatibility** (and all of its subentries).
15. Click **Next**. The **Confirm Installation Selections** panel opens.
16. Click **Install**. The **Installation Progress** panel opens. When installation is complete, the **Installation Results** panel opens.
17. Click **Close**. You are now ready to run the Workflow Manager / AdminStudio Enterprise Server installer.

3

Installing AdminStudio 2013

Instructions for installing AdminStudio is presented in the following sections:

Table 3-1 • Installing AdminStudio

Topic	Description
AdminStudio Client Tools, By Edition	Describes each of the AdminStudio client tools and identifies the AdminStudio Edition they are available in.
Installing the AdminStudio Client Tools	Explains how to install the AdminStudio client tools using the installation wizard and also how to install it via command line.
Upgrading an Existing Application Catalog to AdminStudio 2013	Explains how to upgrade an existing Application Catalog to AdminStudio 2013 using either the AdminStudio user interface or by using scripts.

AdminStudio Client Tools, By Edition

Here is a breakdown of the AdminStudio client tools, listed by Edition:

Table 3-2 • AdminStudio Client Tools, By Edition

Icon	Tool	Standard	Professional	Enterprise	Virtualization Pack
	Repackager	✓	✓	✓	
	Distribution Wizard	✓	✓	✓	
	InstallShield Editor	✓	✓	✓	
	Tuner	✓	✓	✓	
	Application Isolation Wizard	✓	✓	✓	
	Application Manager		✓	✓	
	QualityMonitor		✓	✓	
	OS Security Patch Wizard			✓	
	Automated Application Converter				✓
	Virtual Package Editor				✓
	InstallShield Editor Virtual Assistants				✓

Note • *For more information on the tools and functionality available in the different editions of AdminStudio, including the Application Compatibility Pack, see AdminStudio Editions.*

Note • *For information on installing the AdminStudio Enterprise Server and the AdminStudio Enterprise tools (Security Console, Job Manager and Report Center), see the AdminStudio Web Server Installation Guide, which is available on the AdminStudio Downloads site.*

Note • *If you originally purchased AdminStudio Standard or Professional Edition, or if you are using a Limited Edition, and want to upgrade to a higher Edition, an upgrade feature has been built-in to AdminStudio that allows you to activate features in a higher Edition without re-installing the application. For more information, see Upgrading Your Product Edition.*

Installing the AdminStudio Client Tools

You can install AdminStudio 2013 either by using the installation wizard or silently via command line.

- Installing AdminStudio Using the Installation Wizard
- Installing AdminStudio Silently Via Command Line

Installing AdminStudio Using the Installation Wizard

To install the AdminStudio client tools using the installation wizard, perform the following steps.

Task: ***To install the AdminStudio client tools:***

1. Launch the AdminStudio installation program. The **Welcome** panel opens.
2. Click **Next**. The **License Agreement** panel opens.
3. Select the **I accept the terms in the license agreement** option and click **Next**. The **Destination Folder** panel opens.
4. If you want to install AdminStudio in the specified directory, click **Next**. If you want to select a different directory, click **Change**, select a new directory, and then click **Next**. The **AdminStudio Shared Location** panel opens.

   The `AdminStudio Shared` directory contains shared information for repackaging, best practices testing, conflict identification, and other AdminStudio functions, including the following:

   - The `Shared AdminStudio.ini` file, which specifies default Application Catalog database settings
   - Application Manager duplicate package identifier options
   - Repackager `isrepackager.ini` exclusion list
   - OS Snapshot `issnapshot.ini` file
   - User-defined ACE rules
   - Distribution Wizard Distribution Type templates and `.ini` files

   If you are working in a team environment, the `AdminStudio Shared` directory should be set to a centralized network location, accessible by all AdminStudio users at your organization, rather than on your local machine.
5. Specify the location of your organization's `AdminStudio Shared` directory, and click **Next**. The **Setup Type** panel opens.

6. Select one of the following options to specify which components you want to install on this machine:
   - **Typical**—Select this option to install all client tool program features of AdminStudio including InstallShield Editor.
   - **Custom**—Select this option if you want to open an additional panel where you can select whether you want to install just the AdminStudio client tools or just InstallShield Editor.
7. Do one of the following:
   - **If you clicked Typical in the previous step**, the **Installing AdminStudio 2013** panel opens and installation begins. Skip to Step 8.
   - **If you selected Custom**, click **Next** and continue with Step 8. The **Custom Setup** panel opens, listing two options:
     - **AdminStudio Client and Tools**—Installs the AdminStudio user interface and client tools, such as Repackager, Application Manager, and Distribution Wizard.
     - **InstallShield Editor**—Installs InstallShield Editor.
8. Click one of the two options. The **Installing AdminStudio 2013** panel opens and the installation process begins.
9. When installation is complete, the **Completed** panel opens. Click **Finish** to exit the wizard.
10. Proceed with one of the following:
    - Activating AdminStudio (Full Edition) Upon Initial Startup
    - Evaluating AdminStudio Enterprise Edition Client Tools

Note *• When you launch AdminStudio for the first time, you may be prompted to install the AdminStudio Service Packs. Follow the prompts to install all recommended Service Packs.*

Installing AdminStudio Silently Via Command Line

The AdminStudio installer was created using an InstallShield "Suite" project type, which means that the procedure for installing AdminStudio silently is different from previous releases, which were created using a "Basic MSI" project type.

To install AdminStudio 2013 silently, you need to use the `ASCommandLine` property to pass standard MSI parameters to the AdminStudio installer (`AdminStudio2013.exe`), along with the `/silent` switch:

```
AdminStudio2013.exe /silent ASCommandLine="[Parameters]"
```

For example:

```
AdminStudio2013.exe /silent ASCommandLine="TRANSFORMS=MyTransform.mst"
```

The AdminStudio installer uses the following command line parameters:

Table 3-3 • AdminStudio Installer Command Line Parameters

Parameter	Description
`ASCommandLine`	Use to pass any MSI property (except for `ISInstallDir`, `SharedInstallDir`, or `PRODUCTID`) to the AdminStudio installer. Below are examples: `AdminStudio2013.exe /silent ASCommandLine="TRANSFORMS=MyTransform.mst"`
`ISCommandLine`	Use to pass any MSI property to the InstallShield Editor installer (which is automatically launched during AdminStudio installation). Using this parameter enables you to install InstallShield Editor in a different directory than AdminStudio. For example: `AdminStudio.exe /silent ISCommandLine="INSTALLDIR=D:\MyISDirectory"`
`ISInstallDir`	Use to specify the AdminStudio installation directory: `AdminStudio.exe /silent ISInstallDir="C:\Program Files\MyInstallLocation"`
`SharedInstallDir`	Use to specify the AdminStudio Shared directory: `AdminStudio.exe /silent SharedInstallDir="\\netshare18\MySharedLocation"`
`PRODUCTID`	Use to specify the AdminStudio serial number: `AdminStudio.exe /silent PRODUCTID="xxxx-xxx-xxxxxxx"`
`/silent`	In order to install AdminStudio silently, you must use `/silent` switch: `AdminStudio.exe /silent`

Upgrading an Existing Application Catalog to AdminStudio 2013

Upgrading an existing Application Catalog to AdminStudio 2013 is a two step process. You first need to use the user interface or run scripts to upgrade the database. Then you need to change the Application Catalog database's collation setting to `SQL_Latin1_General_CP1_CI_AS`.

- Upgrading an Application Catalog
- Changing the Database Collation of the Upgraded Application Catalog

Upgrading an Application Catalog

You can upgrade an existing Application Catalog to AdminStudio 2013 either by opening it in the AdminStudio user interface or by running scripts.

- Upgrading an Application Catalog Using the User Interface
- Upgrading an Application Catalog Using Scripts

Upgrading an Application Catalog Using the User Interface

When you attempt to open an AdminStudio 5.x or later SQL Server Application Catalog in the AdminStudio 2013 client tools interface, you are prompted to upgrade the Application Catalog to the latest AdminStudio schema. This section explains this procedure.

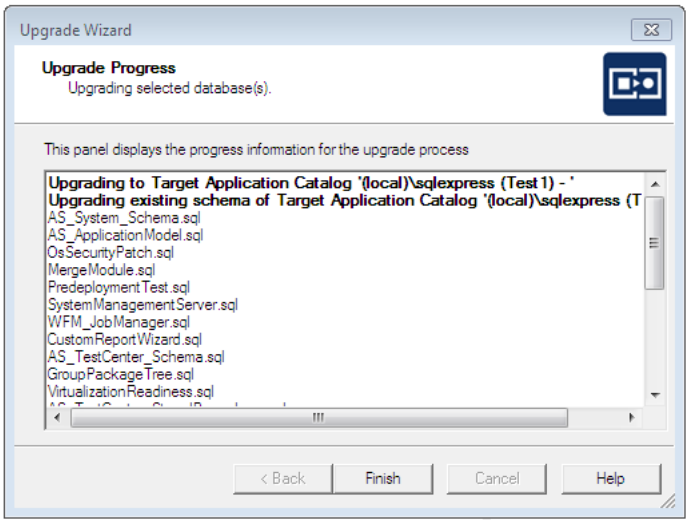
Important • *Before you upgrade the Application Catalog database from a previous AdminStudio version, it is strongly recommended that you create a backup of the original database. This is a standard precaution that is recommended to prevent possible data loss. If you are using the Application Catalog Software Repository feature, you may also want to make a backup copy of your Software Repository directories before upgrading.*

Note • *Microsoft Access databases are not supported in AdminStudio 8.x and later. Oracle databases are not supported in AdminStudio 9.01 and later.*

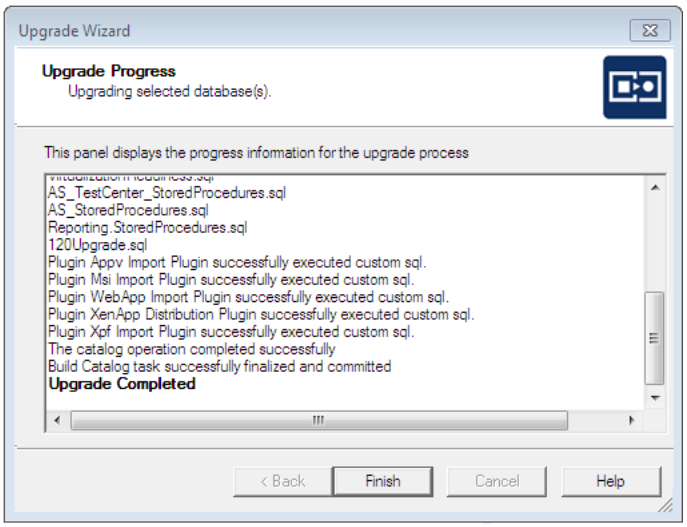
Task: ***To upgrade an existing Application Catalog:***

1. Install the AdminStudio client tools, as described in Installing the AdminStudio Client Tools.
2. Launch Application Manager.
3. On the Application Manager tab menu, select **Connect**. The **Connect Application Catalog** dialog box opens.

4. Open the **Standalone** tab. The **Standalone** tab opens, prompting you to enter database connection information.
5. If you want this Application Catalog to be the default shared Application Catalog used in your organization, select the corresponding option at the bottom of the dialog box.
6. Select the **Server** where the Application Catalog is stored.
7. Specify how the database server should verify the authenticity of the login—either using **Windows Authentication** or **Server Authentication**. If you selected **Server Authentication**, enter the appropriate **Login ID** and **Password**.
8. In the **Catalog** box, enter the name of the Application Catalog you want to open.
9. Click **Test** to test the connection to the database.
10. Click **OK**. A message opens stating that the Application Catalog needs to be upgraded, and asking `Do you want to upgrade now?`.
11. Click **Yes**. The **Welcome** panel of the Upgrade Wizard opens.
12. Click **Next**. The **Upgrade Progress** panel opens and the upgrade begins.



When the upgrade is complete, the message `Upgrade Completed` is listed, and the **Finish** button is enabled.



13. Click **Finish**. The upgrade is now complete and all of your Application Catalog data has been preserved.

Note • *When an SQL Server Application Catalog database is upgraded, the old tables are not dropped from the Application Catalog.*

Upgrading an Application Catalog Using Scripts

Rather than opening an Application Catalog in the AdminStudio user interface, you can use scripts to upgrade an existing database.

Task: ***To upgrade an existing Application Catalog database:***

1. Open up the `CSSYSSCHEMAINFO` table.
2. Determine the value of the `target` attribute of the `Upgrade` element.
3. Run the script(s) listed for the `target` value found and all of the scripts for subsequent versions, in order.

   For example, if your `CSSYSSCHEMAINFO` table's `target` attribute of the `Upgrade` element is `13286589`, first run `80VP1Upgrade.sql` and `CustomReportWizard.SQL`, and then run all of the scripts listed for subsequent versions:

Schema Version You are Upgrading To	Target	Database Type	Scripts to Run to Upgrade to Listed Version
4.99 **5.00**	13286574 13286580	SQL Server	`AS50VP1Upgrade.SQL` `PIM_SQLServer.sql`
5.00 VP1	13286584	SQL Server	`Upgrade50Vp1to55.SQL` `SMSSchema.SQL`

5.5	13286586	SQL Server	`SMSSchema.SQL`
			`PIM_SQLServer.sql`
			`PreDeployTest.sql`
			`60Upgrade.sql`

6.0	13286587	SQL Server	`70Upgrade.sql`

7.0	13286588	SQL Server	`StoredProcedure_Cleanup.sql`
			`SMSSchema.SQL`
			`80ReconcileSchema.sql`
			`80Upgrade.sql`

8.0	13286589	SQL Server	`80VP1Upgrade.sql` `CustomReportWizard.SQL`
9.x	13286590	SQL Server	`80VP1Upgrade.sql` `901Upgrade.sql`
10.0	13286593	SQL Server	`1001Upgrade.sql` `ReportingSPs.1001Upgrade.sql`

10.01	13286594	SQL Server	`110Upgrade.sql`
			`ReportingSPs.110Upgrade.sql`
			`WFM_SampleTemplates.sql`

Schema Version You are Upgrading To	Target	Database Type	Scripts to Run to Upgrade to Listed Version
11.0	13286595	SQL Server	WFM_SampleTemplatesSHLDNPLS.sql 110UpgradeSHLDNPLS.sql ReportingSPs.110UpgradeSHLDNPLS.sql
11.x	13286596	SQL Server	115UpgradeBAZINGA.sql
11.x	13286597	SQL Server	115Upgrade.sql ReportingSPs.115Upgrade.sql
11.50	13286598	SQL Server	116Upgrade.sql Reporting.StoredProcedures.sql 116UpgradeBAZINGA.sql
11.60	13286599	SQL Server	120UpgradeDALI.sql
11.60	13286600	SQL Server	117Upgrade.sql ApplicationExtendedAttributes.sql
2013	13286601	SQL Server	AS_System_Schema.sql AS_ApplicationModel.sql OsSecurityPatch.sql MergeModule.sql PredeploymentTest.sql SystemManagementServer.sql WFM_JobManager.sql CustomReportWizard.sql AS_TestCenter_Schema.sql GroupPackageTree.sql VirtualizationReadiness.sql AS_TestCenter_StoredProcedures.sql AS_StoredProcedures.sql Reporting.StoredProcedures.sql 120Upgrade.sql

Note • *For AdminStudio Upgrade target values of 1328657 (Version 3.01) and 13286572 (Version 3.5), use the LegacyUpgradeWizard.exe.*

Changing the Database Collation of the Upgraded Application Catalog

Generally, an Application Catalog database obtains its collation setting from the SQL Server collation setting, unless one specifies a different collation setting. Therefore, if an SQL Server is running with the collation setting of `Latin1_General_CI_AS`, then any database created on this SQL Server will have the collation setting of `Latin1_General_CI_AS` by default.

However, AdminStudio 2013 requires the database collation to be `SQL_Latin1_General_CP1_CI_AS`. If a new Application Catalog is created using AdminStudio 2013, that Application Catalog database is created with the correct collation setting, irrespective of the SQL Server collation setting. However, if you upgrade an Application Catalog database from a previous version to the AdminStudio 2013 schema using the Upgrade Wizard or using scripts, the collation setting is not changed, so you must perform the steps below to change it.

***Note** • In the United States, the default collation for any SQL Server is `SQL_Latin1_General_CP1_CI_AS`. However, in other geographies such as the United Kingdom and Europe, the default collation is set to something else. Therefore, this topic is more relevant to users located in geographies outside of the United States.*

***Important** • If the collation setting of an AdminStudio 2013 Application Catalog is not set to the correct collation setting, you will be able to connect to it, but it will cause Application Manager to periodically crash. An error message such as the following will appear in the log file (`ISCMIDE.log`):*

```
'Exception 'System.Data.SqlClient.SqlException (0x80131904): Cannot resolve the collation conflict
between "Latin1_General_CI_AS" and "SQL_Latin1_General_CP1_CI_AS" in the equal to operation.'
```

To change the collation setting of an AdminStudio 2013 Application Catalog database to `SQL_Latin1_General_CP1_CI_AS`, perform the following steps:

Task: ***To change the collation setting of an AdminStudio 2013 Application Catalog database:***

1. Download the following ZIP file and extract the files to a temporary folder:

   `http://helpnet.flexerasoftware.com/adminstudio2013/CollationChange.zip`

2. Open SQL Management Studio and run the `Pre_Collation_Change.sql` file against the AdminStudio 2013 Application Catalog database.
3. Open the `Collation_Change.sql` file in an editor and replace the `AS_DATABASE_NAME` string with the name of the Application Catalog database that you are upgrading.
4. Run the `Collation_Change.sql` file against the AdminStudio 2013 Application Catalog database.
5. Run the `Post_Collation_Change.sql` file against the AdminStudio 2013 Application Catalog database.

The collation setting of the AdminStudio 2013 Application Catalog database will now have been changed to `SQL_Latin1_General_CP1_CI_AS`.

4

Installing AdminStudio 2013 Limited Editions

This chapter explains how to install the AdminStudio Limited Editions:

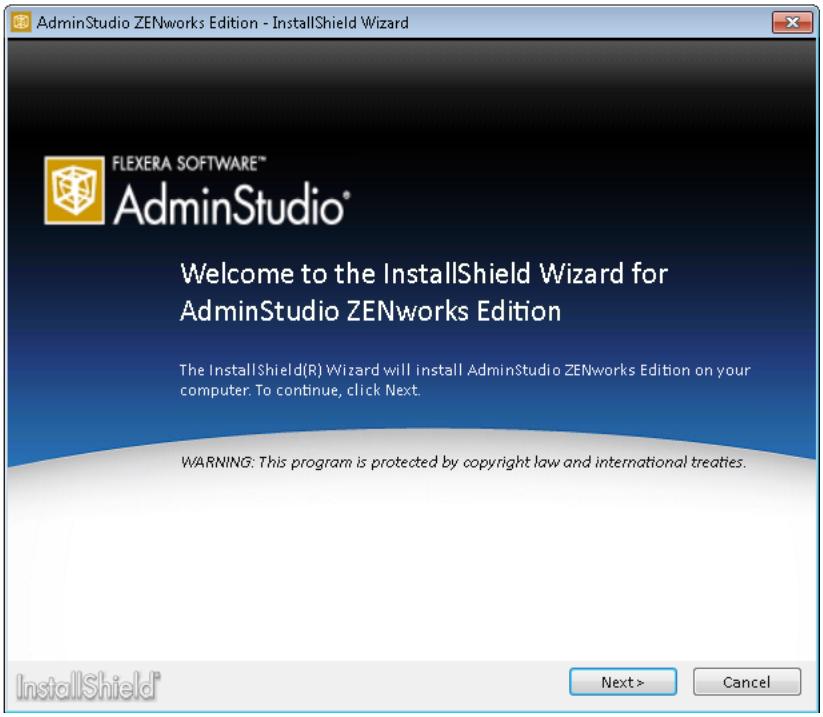
- Installing AdminStudio 2013 ZENworks Edition

Installing AdminStudio 2013 ZENworks Edition

To install AdminStudio 2013 ZENworks Edition, perform the following steps.

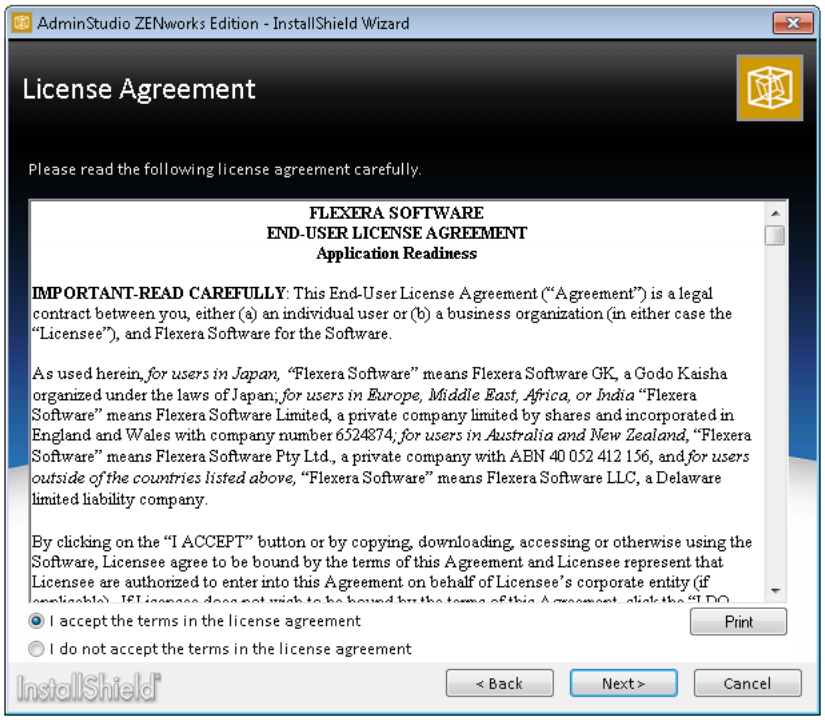
Task: ***To install AdminStudio ZENworks Edition:***

1. Launch the AdminStudio ZENworks Edition installation program. After the installation files are extracted, the **Welcome** panel for the **InstallShield Wizard for AdminStudio ZENworks Edition** opens.

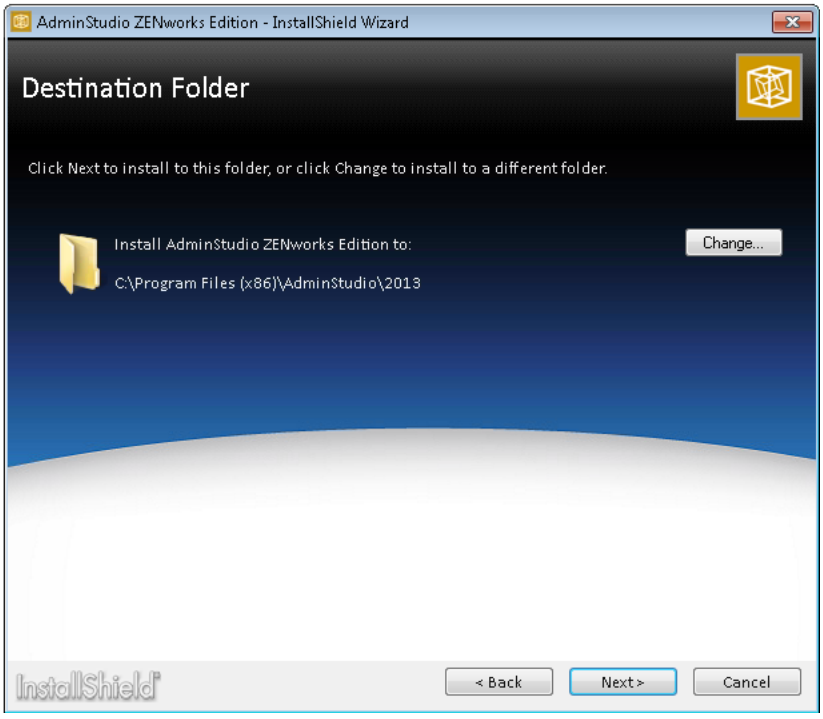


Note • *Before the installer opens, you may be prompted to install Microsoft ReportViewer 2010.*

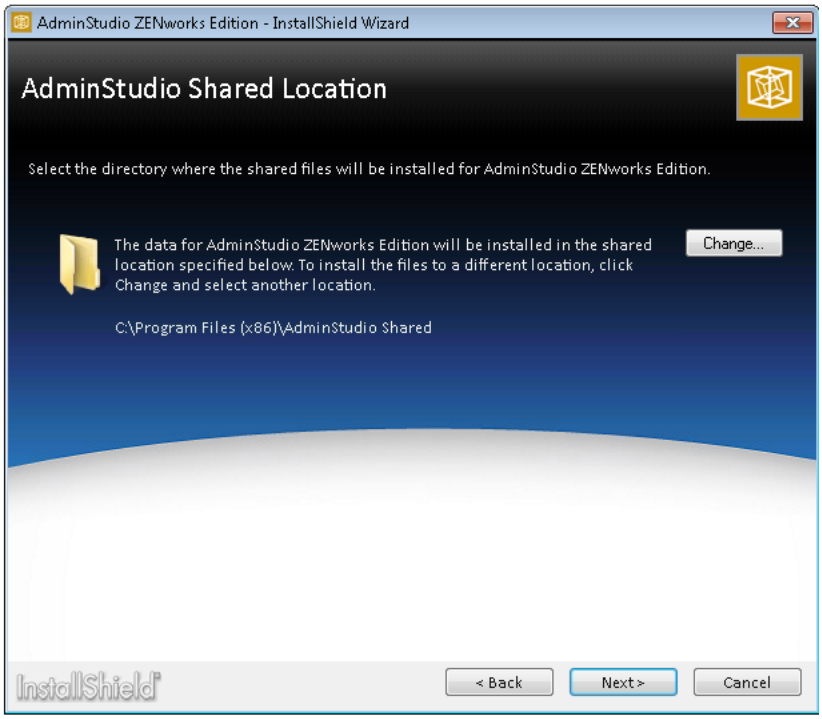
2. Click **Next**. The **License Agreement** panel opens.



3. Select the **I accept the terms in the license agreement** option and click **Next**. The **Destination Folder** panel opens.

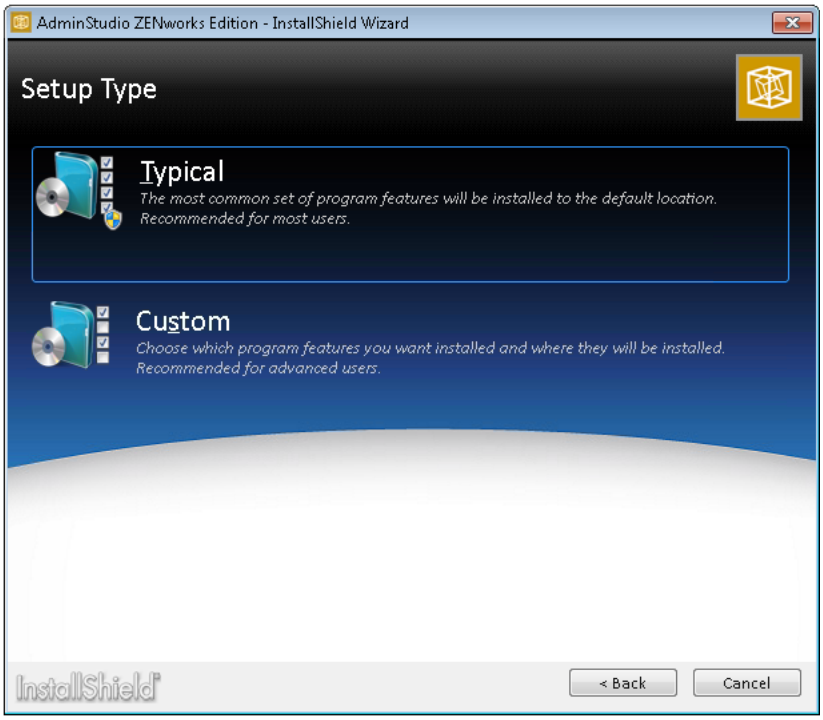


4. If you want to install AdminStudio in the specified directory, click **Next**. If you want to select a different directory, click **Change**, select a new directory, and then click **Next**. The **AdminStudio Shared Location** panel opens.



The `AdminStudio Shared` directory contains shared information for repackaging and conflict identification, and other AdminStudio functions. If you are working in a team environment, the `AdminStudio Shared` directory should be set to a centralized network location, accessible by all AdminStudio users at your organization, rather than on your local machine.

5. Specify the location of your organization's `AdminStudio Shared` directory, and click **Next**. The **Setup Type** panel opens.



6. Select one of the following options to specify which components you want to install on this machine:
   - **Typical**—Select this option to install all client tool program features of AdminStudio including InstallShield Editor.
   - **Custom**—Select this option if you want to open an additional panel where you can select whether you want to install just the AdminStudio client tools or just InstallShield Editor.
7. Do one of the following:
   - **If you clicked Typical in the previous step**, the **Installing AdminStudio ZENworks Edition** panel opens and installation begins. Skip to Step 9.
   - **If you selected Custom**, click **Next** and continue with Step 8. The **Custom Setup** panel opens, listing two options:
     - **AdminStudio Client and Tools**—Installs the AdminStudio user interface and client tools, such as Repackager, Application Manager, and Distribution Wizard.
     - **InstallShield Editor**—Installs InstallShield Editor.
8. Click one of the two options. The **Installing AdminStudio ZENworks Edition** panel opens and the installation process begins.
9. When installation is complete, the **Completed** panel opens. Click **Finish** to exit the wizard.

10. Proceed with one of the following:

- Activating AdminStudio ZENworks Edition
- Evaluating AdminStudio Enterprise Edition Client Tools

Note *• When you launch AdminStudio for the first time, you may be prompted to install the AdminStudio Service Packs. Follow the prompts to install all recommended Service Packs.*

5

Activating AdminStudio

AdminStudio product activation requires you to obtain a valid serial number for one of the Full Editions (Standard, Professional, or Enterprise) or Limited Editions (ZENworks Limited Edition) of AdminStudio, and, in some cases, to register that serial number on the AdminStudio Web site. This chapter includes the following topics to assist you with activating your product:

- About Activation
- Activating AdminStudio (Full Edition) Upon Initial Startup
- Activating AdminStudio ZENworks Edition
- Activation Troubleshooting

***Note** • The length of the evaluation period of AdminStudio varies by Edition, as described below. See Evaluating AdminStudio for more information.*

- ***Limited Edition for ZENworks Management Suite**—You can choose to evaluate the AdminStudio Enterprise Edition client tools for 60 days without entering a serial number and activating the product.*

About Activation

AdminStudio product activation requires you to obtain a valid serial number for one of the Editions of AdminStudio, and, in some cases, to register that serial number on the AdminStudio Web site.

- About Serial Numbers
- About Registration

When you launch AdminStudio or one of its tools for the first time, you are notified that you are using a time-limited trial version, and you are given the opportunity to evaluate the product or to activate it by entering a valid Serial Number for an AdminStudio Edition.

- **You have purchased AdminStudio**—If you have purchased AdminStudio and have received a serial number (for the Standard, Professional, or Enterprise Edition), select **Activate or Purchase AdminStudio** and click **Next**. See Activating AdminStudio (Full Edition) Upon Initial Startup.
- **You want to evaluate AdminStudio**—If you have not yet purchased AdminStudio, but want to evaluate it for 21 days, select **Continue to Evaluate AdminStudio** and click **Next** (or just wait ten seconds). The product will launch. See Evaluating AdminStudio for more information.

Note • *If you want to evaluate the AdminStudio Enterprise Server Web tools (Job Manager, Report Center, Security Console), you need to obtain an Enterprise Server serial number from an AdminStudio Sales Representative. See Evaluating the AdminStudio Enterprise Server Web Tools.*

About Serial Numbers

After you purchase AdminStudio, the way you obtain a serial number depends upon whether you downloaded the application software or whether you obtained a physical copy of the application software on a DVD:

- **Downloaded**—If you purchased and downloaded your software from the Flexera Software Web site, you should have received your serial number via email.
- **Physical Media**—If you purchased a physical copy of the software from Flexera Software or a reseller, your serial number is located on the adhesive label on the back of your product CD case.

If you cannot find your serial number, call your AdminStudio customer service representative.

About Registration

Whether or not you need to register your serial number to activate your product depends upon whether you purchased the software directly from Flexera Software, or have purchased it from a reseller:

- **If you have purchased your software directly from Flexera Software**, you do not need to register your serial number to activate your product. When you launch AdminStudio for the first time and enter your serial number, your product is activated via the Internet (online activation).
- **If you purchased your software from a reseller** (not directly from Flexera Software), you must register your serial number before you can activate your product.

Activating AdminStudio (Full Edition) Upon Initial Startup

The steps you take to activate AdminStudio the first time you open it depend upon whether you purchased AdminStudio directly from Flexera Software or from a Reseller.

- Activating AdminStudio Purchased from Flexera Software
- Activating AdminStudio Purchased from a Reseller

Activating AdminStudio Purchased from Flexera Software

If you purchased AdminStudio directly from Flexera Software and want to activate it upon initial start up, perform the following steps.

Task: ***To register and activate AdminStudio:***

1. Locate your serial number:
   - **Downloaded**—If you purchased and downloaded your software from the Flexera Software Web site, you should have received your serial number via email.
   - **Physical Media**—If you purchased a physical copy, your serial number is located on the adhesive label on the back of your product CD case.
2. Launch AdminStudio. A dialog box opens, stating that you are using a time-limited trial version.
3. Select **Activate or Purchase AdminStudio** and click **Next**. You are prompted to **Enter Your Serial Number**.
4. Enter the serial number of the edition you purchased and click the **Activate** button. After a few seconds, you will receive a message that activation was successful.
5. Click **Finish**. AdminStudio will launch.

   Your product would then be fully activated and you would be able to use all of the tools that are included in the Edition of AdminStudio that you purchased.

Note • *If you do not have a online connection, you can activate your product via email. See Email Activation.*

Note • *For information on how to configure AdminStudio to get license information from a FLEXnet license server, see the FLEXnet License Server for AdminStudio Installation Guide.*

Note • *When you launch AdminStudio for the first time, you may be prompted to install the AdminStudio Service Packs. Follow the prompts to install all recommended Service Packs.*

Activating AdminStudio Purchased from a Reseller

If you purchased AdminStudio from a reseller and want to activate it upon initial start up, perform the following steps.

Task: ***To register and activate AdminStudio:***

1. Locate the serial number that came with your software, which is located on the adhesive label on the back of your product CD case.
2. Open the Flexera Software Registration Page at the following address:

   `http://shop.flexerasoftware.com/registration/serials.aspx`

   The Flexera Software Registration/Activation Page opens.
3. Enter your Product serial number in the **Serial Number** field and click **Continue to Next Step**.

   Note • *Serial numbers are CASE sensitive and do not require dashes.*
4. Enter the requested information until the Registration process is complete.
5. Launch AdminStudio. A dialog box opens, stating that you are using a time-limited trial version
6. Select **Activate or Purchase AdminStudio** and click **Next**. You are prompted to **Enter Your Serial Number**.
7. Enter the same serial number that you entered on the AdminStudio Registration page and click **Verify**. First, a message appears stating that the serial number is being verified, and then the message `Verification Complete` appears.
8. Click **Finish**. AdminStudio will launch.

   Your product would then be fully activated and you would be able to use all of the tools that are included in the Edition of AdminStudio that you purchased.

Note • *When you launch AdminStudio for the first time, you may be prompted to install the AdminStudio Service Packs. Follow the prompts to install all recommended Service Packs.*

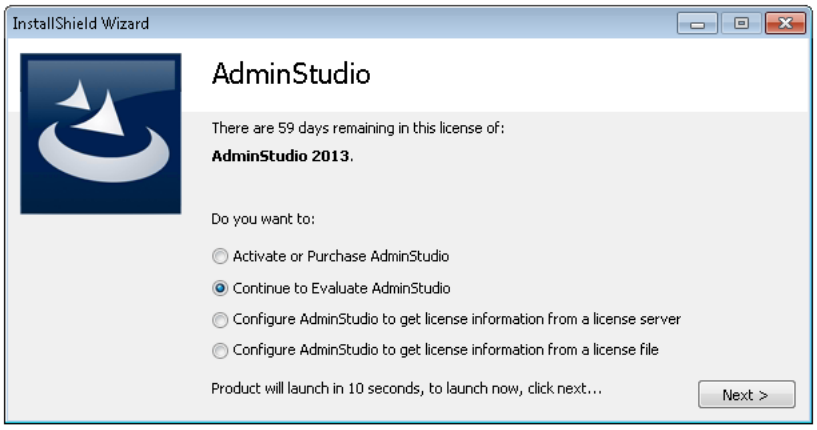
Note • *If you do not have a online connection, you can activate your product via email. See Email Activation.*

Activating AdminStudio ZENworks Edition

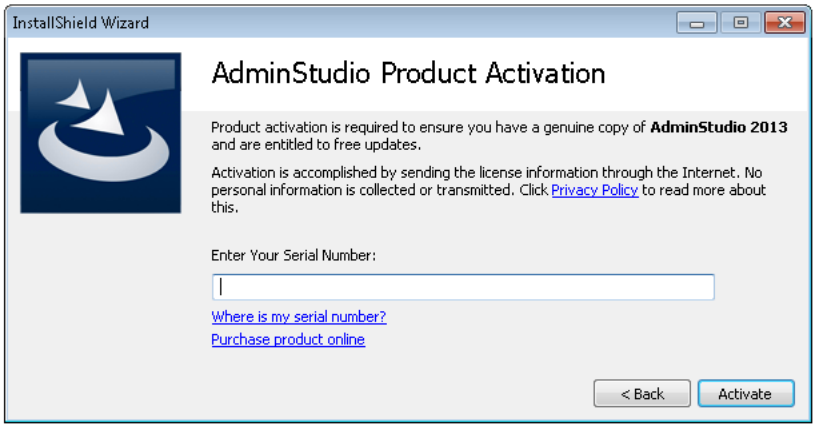
If you want to activate AdminStudio ZENworks Edition, perform the following steps.

Task: ***To activate your installation of AdminStudio ZENworks Edition:***

1. Launch AdminStudio ZENworks Edition. The following dialog box opens, prompting you to either activate or evaluate AdminStudio.



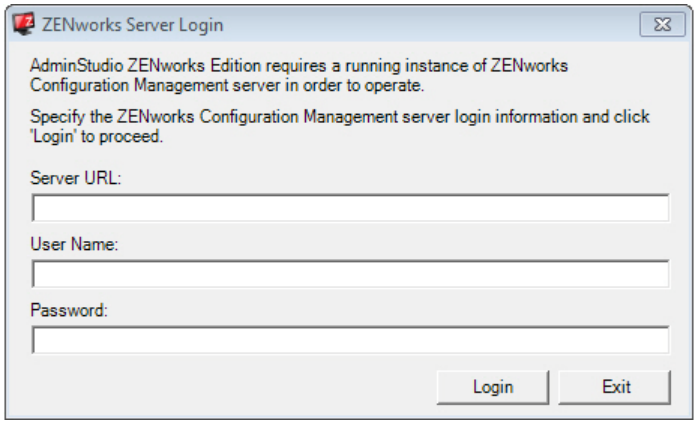
2. Select **Activate or Purchase AdminStudio** and click **Next**. The AdminStudio Product Activation dialog box opens, and you are prompted to **Enter Your Serial Number**.



3. Enter the serial number that you received from Novell and click **Activate**. First, a message appears stating that the serial number is being validated, and then the message `Activation Complete` appears. Your product would then be fully activated and you would be able to use all of the tools that are included in the AdminStudio ZENworks Edition that you have downloaded.

Note • *If you do not have a online connection, you can activate your product via email. See Email Activation.*

4. Click **Finish**. AdminStudio launches. You will then be prompted to log in to a ZENworks Configuration Management server on the **ZENworks Server Login** dialog box.



Note • *Your organization should have previously installed the ZENworks server and provided you with the appropriate login credentials for that server.*

5. Enter the following information:

Field	Description
Server URL	Enter the URL of your organization's ZENworks Configuration Management server, preceded by `http://`, such as: `http://111.22.33.444` You can enter either the server name or the IP address. ***Note*** • *Do not use the `https://` prefix.*
User Name **Password**	Enter the login credentials to login to your ZENworks Configuration Management server.

Tip • *After a successful login, you will not be prompted to login again.*

6. Click **Login**. AdminStudio ZENworks Edition opens.

Activation Troubleshooting

AdminStudio is protected by our own licensing technology in order to ensure the acceptable use of our products on a single and unique machine.

In order to install the full version of AdminStudio, it must first be activated through communication with an activation server. While we have thoroughly tested our license protection, there are some circumstances that could prevent this activation from occurring. The troubleshooting steps in this section should resolve these circumstances.

- General Troubleshooting
- Activating Through Email
- Activating Products Silently
- Reactivating AdminStudio on a Different Computer

General Troubleshooting

The following troubleshooting steps should resolve most activation issues:

- General Troubleshooting Steps
- Virtual Environments
- Authenticated Proxy Support for Activation

General Troubleshooting Steps

If you are having trouble activating your product, review the following troubleshooting steps:

- **Are you registered?** If you have purchased your software through a reseller, registration of your serial number is required before activation can take place. See About Registration
- **Disable any firewalls or proxy settings.** Certain firewall and proxy configurations can prevent the Activation Service from communicating with the Flexera Software-hosted activation servers. We recommend temporarily disabling firewalls and proxies while installing and uninstalling in order to allow full communication with our servers. If you are unable to modify these services, then an email activation may be required. See Activating Through Email
- **Check the serial number**. Confirm that the serial number you are entering is correct, and that it has been entered in the format XXXXXXX-XXX-XXXXXXXXXX (7-3-10).

- **Was your product previously activated on another machine?** If your product has been previously activated on another machine, you must first deactivate the license on that machine through a full uninstall before it can be activated on the new machine. Deactivation requires an internet connection to communicate with the server to properly free up a different machine for activation.

Note • *For more detailed information about deactivation, please see the following knowledge base article:*

Activation and Deactivation Information for InstallShield and AdminStudio

Virtual Environments

Some known issues with activation relate to virtual environments (VMware, VirtualPC, etc.) and running system restore utilities. It is recommend that AdminStudio be installed on stable systems that are not run in virtual environments and that are not re-imaged frequently.

Authenticated Proxy Support for Activation

AdminStudio 7.5 or later supports authenticated proxies for activation.

Activating Through Email

If you do not have an Internet connection or if you are having problems completing the online activation process, the activation wizard gives you the option of performing offline activation through email.

Task: ***To activate AdminStudio through email:***

1. Attempt to activate AdminStudio through the Internet. If it cannot be completed, the activation wizard displays a message explaining why it could not occur.
2. Click the **Proceed with offline verification** button. The **Offline Verification** dialog opens. The **Request text** box contains your request text. The request text starts with `<?xml version`, and it ends with `</Request>`.
3. Perform one of the following steps:
   - **To copy the request text to the clipboard**, click the **Copy** button. Note that all of the text in the **Request** text box must be selected when you do this. The activation wizard copies the request text to your clipboard, enabling you to paste it into another application, such as Notepad. Send the request text to the email address that is provided in the activation wizard.
   - **To save the request text to a text file that you can email from a different machine**, click the **Save** button. The wizard lets you save the text as a `.request` file. Send the `.request` file to the email address that is displayed in the activation wizard.
   - **To print the request text**, click the **Print** button. The wizard uses your machine's default text editor to print the request text to your machine's default printer. Send the request text to the email address that is provided in the activation wizard.

- **To email the request text to AdminStudio Support from the machine that is running the verification wizard**, click the **E-mail** button. The wizard opens a new email message in your default email client. The body of the message contains the request text that AdminStudio Support needs. The **To** field has the email address where you should send the message. Send the message.

  When AdminStudio Support receives the email message from you, a representative will email to you a message with the response text. If you still have time left in your trial period, you can use AdminStudio while you wait for the message.

4. When you receive the email message from AdminStudio Support and you are ready to complete the verification process, launch AdminStudio to open the verification wizard.
5. Proceed to the **Offline Verification** dialog box, which has a **Response** text box.
6. Copy the response text that is in the email message from AdminStudio Support to your clipboard. The response text starts with `<?xml version`, and it ends with `</Response>`. In the wizard, click the **Paste** button.

   ***Note** • As an alternative for step 6, you can copy the response text and paste it into a text file. Change the name of the text file to `License.response`. In the **Offline Verification** dialog box, click the **Load** button, and then select the `License.response` file.*
7. Click the **Activate** button. The activation wizard activates AdminStudio.

Activating Products Silently

AdminStudio 7.5 or later supports silent activation, enabling you to use public Windows Installer properties to enter the serial number automatically during installation.

To enable silent activation, you need to set the following public Windows Installer properties.

- **PRODUCTID property**—Set the `PRODUCTID` property to a valid AdminStudio serial number. Enter this number in the following 7-3-10 format, including dashes: `XXXXXXX-XXX-XXXXXXXXXX`.
- **ASACTSTATUS property**—Set the `ASACTSTATUS` property to `0` to allow the installer to show the status of the activation process as the product is activated, or set it to `1` to perform the activation without showing any status of the activation process.

Reactivating AdminStudio on a Different Computer

AdminStudio uses a security technology known as the Activation Service. With this licensing software, the user of the installed product is required to “activate” via communication with a Flexera Software-hosted server. This process enables the product to work on a single, unique computer at a time, while disallowing simultaneous installation on other unauthorized systems.

If, after installing AdminStudio on a computer, you get a new computer or reformat the hard drive on your existing computer and then reinstall AdminStudio on that new computer or reformatted hard drive, the serial number you initially entered will no longer activate AdminStudio. Because you have already used that serial number to activate an installation of AdminStudio, it is now deactivated.

To reactivate your serial number, you need to first deactivate the license on that machine through a full uninstall before it can be activated on the new machine. Deactivation requires an internet connection to communicate with the server to properly free up a different machine for activation.

Note • *If you are unable to perform a full uninstall of AdminStudio (because, for example, you no longer have the computer you originally installed AdminStudio on), you need to contact AdminStudio Sales at (800) 809-5659 to have them authorize a new activation.*

6

Upgrading Your Product Edition

If you originally purchased AdminStudio Standard or Professional Edition, or if you are using a Limited Edition, and want to upgrade to a higher Edition, an upgrade feature has been built-in to AdminStudio that allows you to activate features in a higher Edition without re-installing the application.

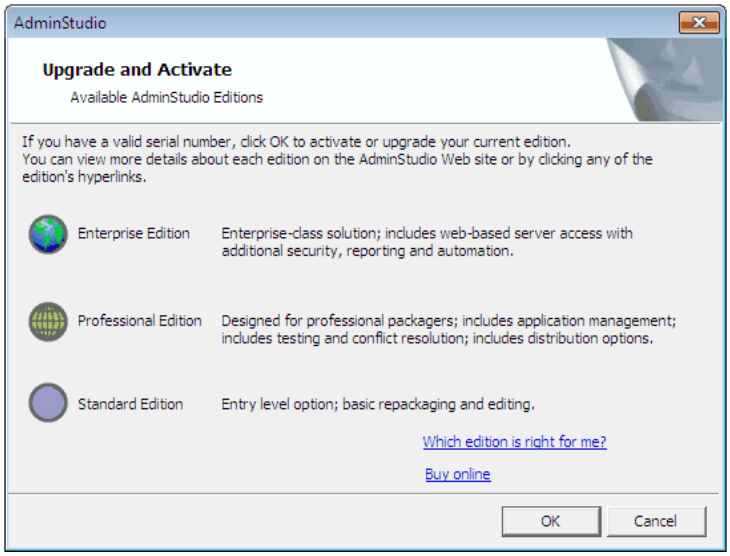
Note • *You can also obtain an AdminStudio Enterprise Server Evaluation serial number from AdminStudio Sales which will allow you to try out the AdminStudio Enterprise Server Web tools before purchasing Enterprise Edition. See Evaluating the AdminStudio Enterprise Server Web Tools for more information.*

To upgrade your product edition, perform the following steps:

Task: ***To upgrade your AdminStudio Edition:***

1. Contact an AdminStudio Sales Representative and purchase a serial number for the Edition that you want to upgrade to.
2. Launch AdminStudio.
3. On the **Help** menu, click **About AdminStudio**. The **About AdminStudio** dialog box opens.

4. Click the **Upgrade** button. The **Upgrade & Activate** dialog box opens.



5. Click **OK** to upgrade your edition. The **AdminStudio Product Activation** dialog box opens, prompting you to enter the serial number of the edition that you want to upgrade to.

6. Enter the serial number of the edition you purchased and click the **Activate** button. After a few seconds, you will receive a message that activation was successful. The functionality of the upgraded edition is immediately available to you.

7

Evaluating AdminStudio

If you want to try out AdminStudio prior to making your purchasing decision, you can evaluate it prior to activation: The trial period available to you varies by Edition:

Table 7-1 • Evaluation Periods Per Edition

Edition	Evaluation Period
AdminStudio Standard, Professional, Enterprise Editions	21 days
AdminStudio ZENworks Limited Edition	60 days

In evaluation mode, you have the functionality of the AdminStudio Enterprise Edition client tools available to you.

If you want to evaluate the AdminStudio Enterprise Server Web tools, you can contact AdminStudio Sales to obtain a special evaluation serial number, as described in Evaluating the AdminStudio Enterprise Server Web Tools.

This chapter includes the following topics:

- Evaluating AdminStudio Enterprise Edition Client Tools
  - AdminStudio 2013 Evaluation Restrictions
  - Evaluating AdminStudio's Microsoft App-V Support
  - Evaluating the Automated Application Converter "Multiple Application" Option
- Evaluating the AdminStudio Enterprise Server Web Tools
- Activating AdminStudio After Evaluation Period

Evaluating AdminStudio Enterprise Edition Client Tools

In evaluation mode, you have the functionality of the AdminStudio Enterprise Edition client tools available to you. If you want to evaluate the AdminStudio Enterprise Server Web tools, you can contact AdminStudio Sales to obtain a special evaluation serial number.

If you have not purchased a license for AdminStudio, you can still install AdminStudio and use it for a limited number of days without performing serial number verification. When you run AdminStudio in this trial mode, all of its features are fully available. The dialog box that AdminStudio displays whenever you launch AdminStudio in trial mode shows you how many days are left in your trial period.

If you do not verify AdminStudio within the trial period, AdminStudio will stop working when the trial period has ended. You can perform serial number verification at any time before or after the trial period has ended.

To evaluate the Enterprise Edition client tools, perform the following steps.

Task: ***To evaluate the AdminStudio Enterprise Edition client tools:***

1. Install AdminStudio.
2. Launch AdminStudio. A dialog box opens, stating that you are using a time-limited trial version.
3. If you want to evaluate AdminStudio, select **Continue to Evaluate AdminStudio** and click **Next** (or just wait ten seconds). The product will launch.
   - When you run AdminStudio in this trial mode, all of its features are fully available.
   - Each time you open AdminStudio while you are in evaluation mode, this dialog box shows you how many days are left in your trial period.
4. If you have five or fewer days left in your trial period, the dialog box remains open, requiring you to click before you can proceed. Do one of the following:
   a. If your trial period is not over, you can continue to use AdminStudio by selecting the **Continue to Evaluate AdminStudio** option and clicking **Next**.
   b. If you have already purchased a serial number or want to purchase one online, select **Activate or Purchase AdminStudio** and click **Next**.
5. When the evaluation period expires, you could then activate AdminStudio by following the steps in Activating AdminStudio After Evaluation Period.

Note • *If you want to evaluate the AdminStudio Enterprise Server Web tools (Job Manager, Report Center, Security Console), you need to obtain an Enterprise Server serial number from an AdminStudio Sales Representative. See Evaluating the AdminStudio Enterprise Server Web Tools.*

AdminStudio 2013 Evaluation Restrictions

When you run AdminStudio in trial/evaluation mode, all of the features in the AdminStudio Enterprise Edition client tools are fully available, with the following restrictions:

- **Can create only one Application Catalog**—You are permitted to create only one Application Catalog, and it must be named `AdminStudio Evaluation Catalog`.
- **Ten package import limit**—Only 10 total packages (of one or more deployment types) can be imported into the Application Catalog.
- **Package deletion not permitted**—After you import a package into the Application Catalog, you are not permitted to delete it.
- **AdminStudio Platform API support is disabled**—All platform support is disabled.

Evaluating AdminStudio's Microsoft App-V Support

While evaluating the AdminStudio Enterprise Edition client tools, you will be able to convert a Windows Installer package to an App-V application using the Automated Application Converter, Repackager, and the InstallShield App-V Assistant. However, an App-V application built using an evaluation version of AdminStudio will display the following message every time it is launched:

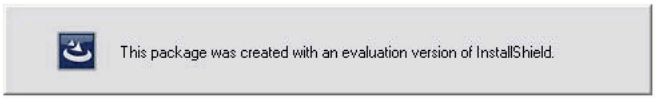


Figure 7-1: Evaluation Version Message

After purchasing the AdminStudio Virtualization Pack, you will be able to remove this message by rebuilding the App-V application.

Evaluating the Automated Application Converter "Multiple Application" Option

The Multiple Application option of Automated Application Converter is only available when purchased on the AdminStudio "Per Desktop" licensing model.

Note • *If you purchase Automated Application Converter on the "Per Admin" licensing model, you will only be able to convert one package at a time, using one virtual machine.*

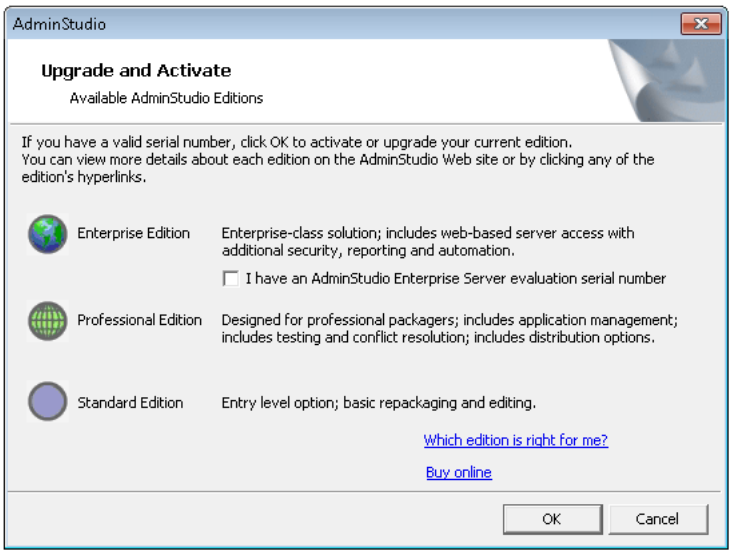
When using an evaluation version of AdminStudio, you will be able to use the Multiple Application option to convert a directory full of Windows Installer packages into individual virtual packages, but the conversion will be limited to three packages per run, using only one virtual machine. Therefore, only the first three packages that Automated Application Converter encounters will be converted to virtual applications.

Evaluating the AdminStudio Enterprise Server Web Tools

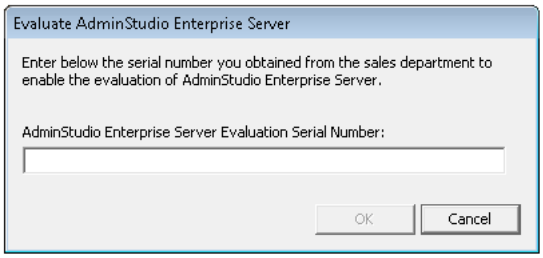
If you want to evaluate the AdminStudio Enterprise Server Web tools (Job Manager, Report Center, Security Console), you need to obtain an Enterprise Edition Serial Number from an AdminStudio Sales Representative.

Task: ***To evaluate the AdminStudio Enterprise Server Web tools:***

1. Follow the steps in Evaluating AdminStudio Enterprise Edition Client Tools.
2. Contact an AdminStudio Sales Representative and obtain an AdminStudio 2013 Enterprise Server Evaluation Serial Number.
3. Open the AdminStudio interface and select **About AdminStudio** from the **Help** menu.
4. Click **Activate**. The **Upgrade and Activate** dialog box opens.



5. Select the **I have an Adminstudio Enterprise Server evaluation serial number** option and click **OK**. The **Evaluate Enterprise Edition** dialog box opens.



6. Enter the serial number and click **OK**. You will be prompted to install the AdminStudio Enterprise Server on the current machine.

   Caution • *AdminStudio Enterprise Server requires Windows Server 2008 or later (Windows Server 2012 preferred). You cannot install or evaluate AdminStudio Enterprise Server on a non-server machine.*

7. Click **Yes**. The AdminStudio Enterprise Server installation begins.
8. Install AdminStudio Enterprise Server, as described in the *Workflow Manager Installation Guide*, which is available in the Flexera Software Documentation Center.

Activating AdminStudio After Evaluation Period

If you chose the evaluation option when you opened AdminStudio for the first time and now you want to purchase an AdminStudio Edition and activate it, perform the following steps.

Task: ***Activating AdminStudio after using it in Evaluation mode:***

1. Contact AdminStudio Sales and purchase a Serial Number for an edition of AdminStudio.
2. Launch AdminStudio. A dialog box opens, stating that you are using a time-limited trial version and listing the number of days left in your trial period.
3. Select **Activate or Purchase AdminStudio** and click **Next**. You are prompted to **Enter Your Serial Number**.
4. Enter the serial number of the edition you purchased and click the **Activate** button. After a few seconds, you will receive a message that activation was successful.
5. Click **Finish**. AdminStudio will launch.

   Your product would then be fully activated and you would be able to use all of the tools that are included in the Edition of AdminStudio that you purchased.

Note • *If you do not have a online connection, you can activate your product via email. See Activating Through Email.*

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