

AdminStudio 9.5 ZENworks Edition

Installation Guide

Legal Information

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September 2009

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AdminStudio 9.5 System Requirements

Before installing the AdminStudio ZENworks Edition, review the following hardware and software requirements:

- [Hardware and Software Requirements](#)
- [ZENworks Edition Requirement: Connection to a ZENworks Server](#)

Hardware and Software Requirements

The recommended system configuration for a machine running AdminStudio ZENworks Edition is:

Table 1-1 • AdminStudio Client Tool Machine Requirements

Category	Description
Processor	1 GHz 32-bit (x86) or greater
RAM	256 MB or greater (512 MB preferred)
Hard Disk	1.1 GB
Display	Designed for XGA at 1024 x 768 resolution or higher
Operating System	Windows 7, Windows Vista, Windows XP (SP1 or later is recommended), Windows 2000 SP3 or later, or Windows Server 2003 or later.
Browser	Microsoft Internet Explorer 5.5 or later
Privileges	Administrative privileges on the system

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.

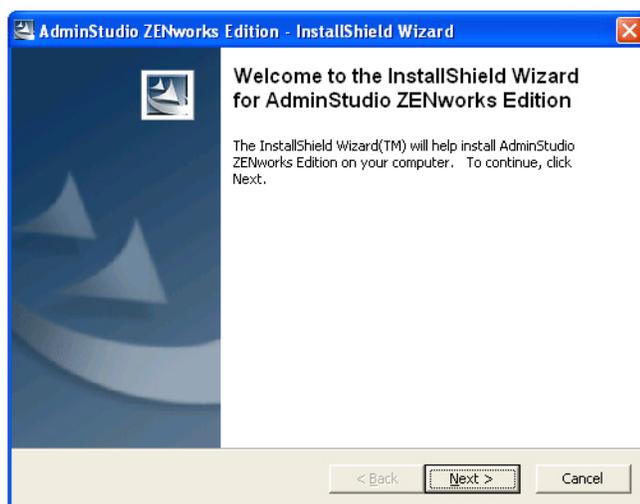
Installing AdminStudio 9.5 ZENworks Edition

To install AdminStudio 9.5 ZENworks Edition, perform the following steps.

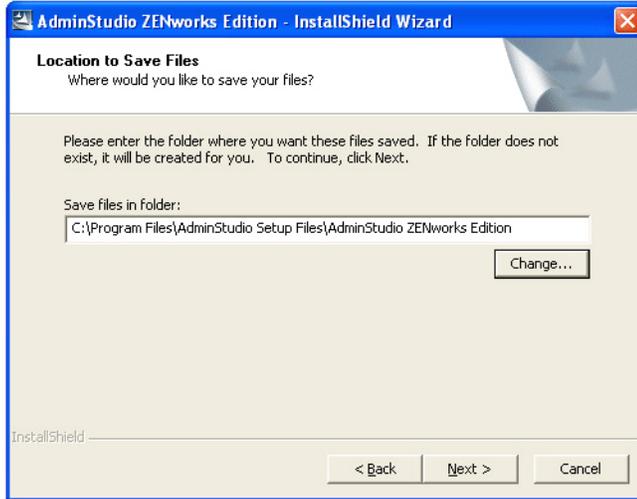


Task: *To install AdminStudio ZENworks Edition:*

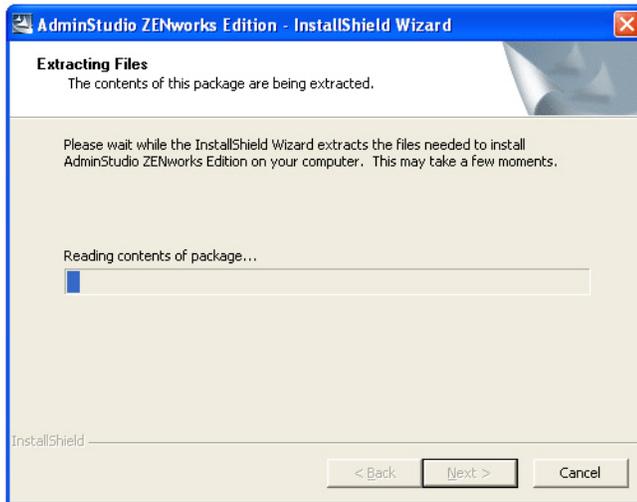
1. Launch the AdminStudio ZENworks Edition installation program. The InstallShield Wizard opens.



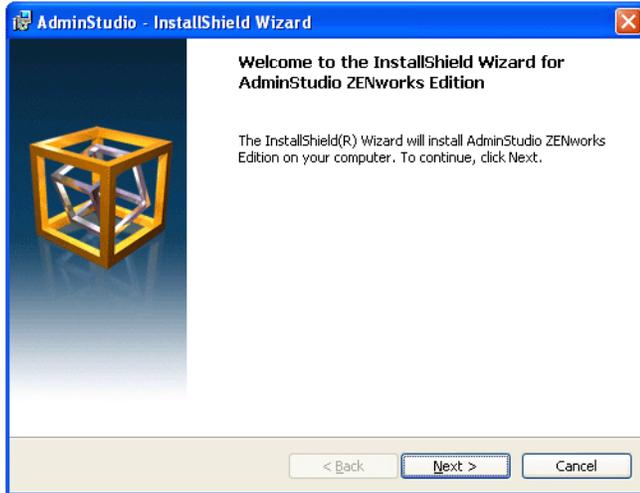
2. Click **Next**. The **Location to Save Files** panel opens.



3. Select a folder where you would like the installation files saved, or accept the default location, and click **Next**. The **Extracting Files** panel opens.



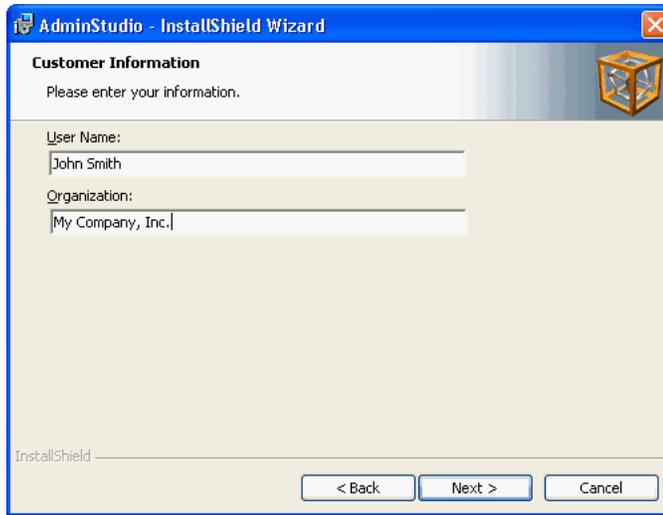
When extraction is complete, the **Welcome** panel opens.



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



5. Select the **I accept the terms in the license agreement** option and click **Next**. The **Customer Information** panel opens.



6. Enter a **User Name** and **Organization** name to identify this installation of AdminStudio, and click **Next** to continue. The **Destination Folder** panel opens.

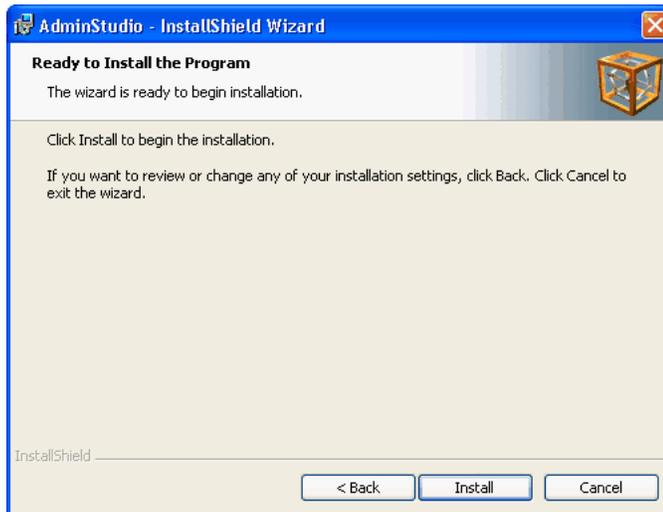


7. If you want to install AdminStudio in the specified directory, click **Next**. If you want to select a different directory, click **Change**, select a new directory, and then click **Next**. The **AdminStudio Shared Location** panel opens.



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.

8. Specify the location of your organization's AdminStudio Shared directory, and click **Next**. The **Ready to Install the Program** panel opens.



9. Click **Install** to begin the installation process.

10. When installation is complete, click **Finish** to exit the installer, and proceed with one of the following:

- [Activating AdminStudio ZENworks Edition](#)
- [Evaluating AdminStudio Enterprise Edition Client Tools](#)

Activating Your Product

AdminStudio product activation requires you to enter a valid serial number for one of the Editions of AdminStudio. This chapter includes the following topics to assist you with activating your product:

- [About Activation](#)
- [Activating AdminStudio ZENworks Edition](#)
- [Activation Troubleshooting](#)



Note • You can also choose to evaluate the AdminStudio Enterprise Edition client tools for 60 days without obtaining a serial number. See [Evaluating AdminStudio](#) for more information.

About Activation

AdminStudio product activation requires you to enter a valid serial number for one of the Editions of AdminStudio. When you launch AdminStudio or one of its tools for the first time, a dialog box opens, informing you that you are in trial mode, and prompting you to choose to either activate or evaluate the product.

To start using AdminStudio, do one of the following:

- **You want to activate AdminStudio ZENworks Edition**—If you want to activate AdminStudio ZENworks Edition, see [Activating AdminStudio ZENworks Edition](#).
- **You want to evaluate the AdminStudio Enterprise Edition client tools**—If you want to evaluate the AdminStudio Enterprise Edition client tools for 60 days, see [Evaluating AdminStudio](#).



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](#).

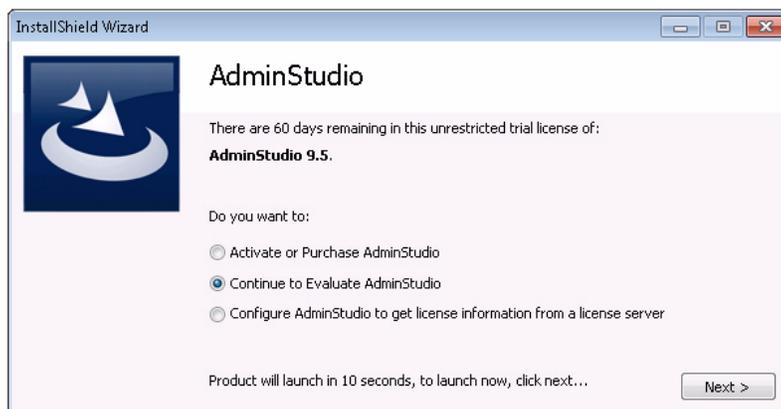
Activating AdminStudio ZENworks Edition

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

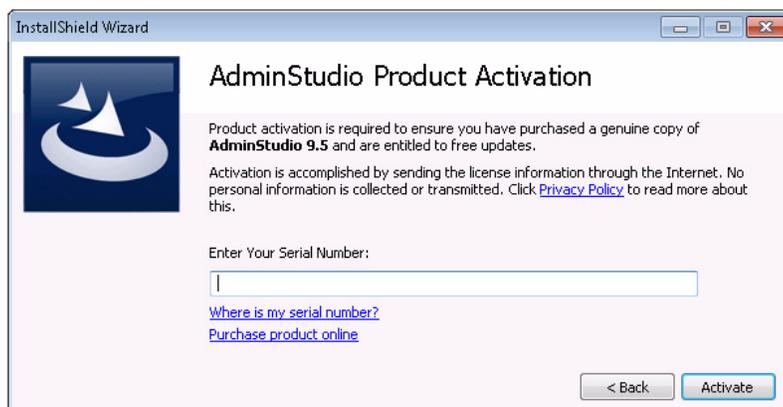


Task: *To activate your installation of AdminStudio ZENworks Edition:*

1. Launch AdminStudio 9.5 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 an 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 eDirectory or a ZENworks Configuration Management server.

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



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

5. Enter the appropriate login credentials for your organization and click **Login**. AdminStudio ZENworks Edition opens.

Activation Troubleshooting

AdminStudio is protected by Flexera Software's 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 a Flexera Software-hosted 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](#)
- [Offline Activation Via 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:

- **Disable any firewalls or proxy settings.** Certain firewall and proxy configurations can prevent the Activation Service from communicating with Flexera Software's 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 [Offline Activation Via Email](#)
- **Check the serial number.** Confirm that the serial number you are entering is correct, and that it has been entered in the format XXXXXX-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 recommended 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.

Offline Activation Via Email

If you are unable to activate through the automatic online method (due to firewalls, anti-virus software, or any other reason), an email activation is required.



Task: *To perform offline activation via 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 activation** button. The **Offline Activation** dialog box 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 activation 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 activation process, launch AdminStudio to open the activation wizard.

5. Proceed to the **Offline Activation** dialog box, which has **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 Activation** dialog box, click the **Load** button, and then select the `License.response` file.

7. Click the **Activate** button. The activation wizard activates AdminStudio.

Activation is a one-time process. Once you have completed activation, the activation wizard is no longer displayed when you launch 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 to have them authorize a new activation.*

Chapter 3: Activating Your Product
Activation Troubleshooting

Evaluating AdminStudio

You can choose to evaluate AdminStudio for 60 days. By clicking **Continue to Evaluate AdminStudio** on the dialog box that opens when you launch AdminStudio, you can begin evaluating the AdminStudio 9.5 Enterprise Edition client tools. To evaluate the AdminStudio Enterprise Server Web tools, you need to contact AdminStudio Sales and obtain an evaluation serial number.

- [Evaluating AdminStudio Enterprise Edition Client Tools](#)
- [Evaluating the AdminStudio Enterprise Server Web Tools](#)

Evaluating AdminStudio Enterprise Edition Client Tools

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



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

1. Run the AdminStudio installation, as described in [Installing AdminStudio 9.5 ZENworks Edition](#).
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 the **Continue to Evaluate AdminStudio** option 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.

Chapter 4: Evaluating AdminStudio

Evaluating AdminStudio Enterprise Edition Client Tools

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**.

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 both the Windows Installer Converter 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:

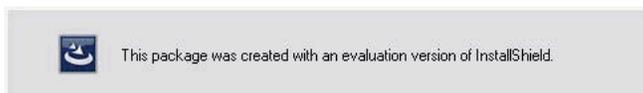


Figure 4-1: Evaluation Version Message

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

Evaluating the Windows Installer Converter Batch Convert Option

The **Batch Convert** option of Windows Installer Converter is only available when purchased on the AdminStudio desktop licensing model.

When using an evaluation version of AdminStudio, you will be able to use the **Batch Convert** option to convert a directory full of Windows Installer packages into individual virtual packages, but the batch conversion will be limited to ten packages; only the first ten Windows Installer packages that Windows Installer Converter encounters will be converted to virtual applications.

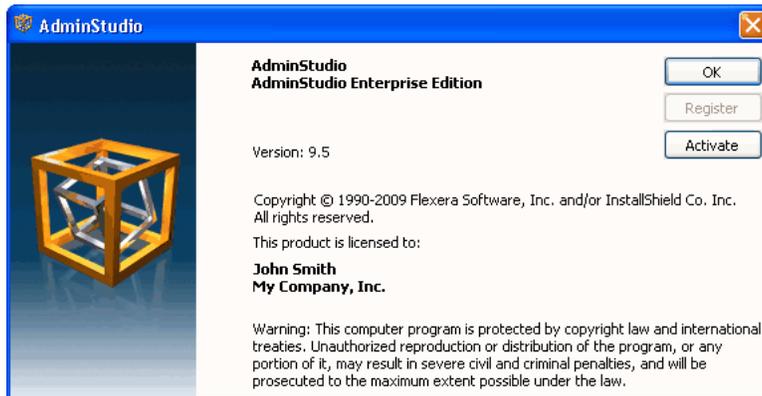
Evaluating the AdminStudio Enterprise Server Web Tools

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.

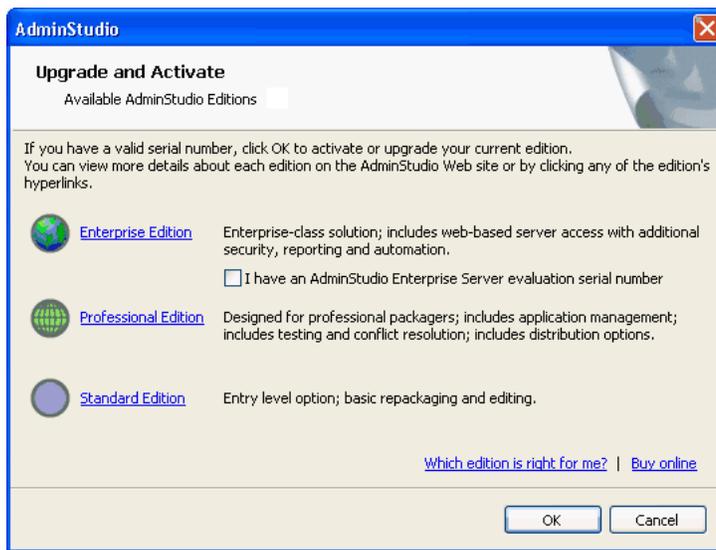


Task: *To evaluate the AdminStudio Enterprise Server Web tools:*

1. Follow the steps in [Evaluating AdminStudio Enterprise Edition Client Tools](#).
2. Contact an AdminStudio Sales Representative and obtain an AdminStudio Enterprise Server Evaluation Serial Number.
3. Open the AdminStudio interface and select **About AdminStudio** from the **Help** menu.



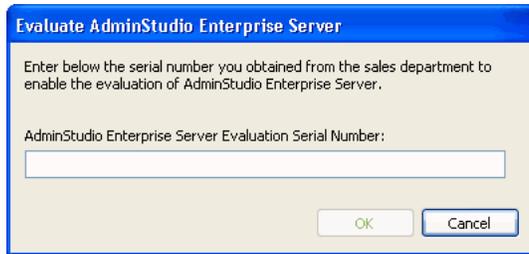
4. Click **Activate**. The **Upgrade and Activate** dialog box opens.



Chapter 4: Evaluating AdminStudio

Evaluating the AdminStudio Enterprise Server Web Tools

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 2003 or later (32-bit platforms only). 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 *AdminStudio Web Server Installation Guide*, which is available on the Flexera Software Downloads site.

Upgrading Your Product 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. You just need to enter a Serial Number for the upgrade that you purchased, and the features of that Edition are immediately unlocked and are available to you.

To upgrade, perform the following steps:



Task: *To upgrade your AdminStudio Edition:*

1. Contact an AdminStudio Sales Representative and purchase a Serial Number for the desired Edition.
2. Launch AdminStudio.
3. On the **Help** menu, click **About AdminStudio**. The **About AdminStudio** dialog box opens.
4. Click the **Upgrade** button. The **Upgrade and 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.



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.

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