



ALTIRIS® Installation Guide

Notice

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Bootworks U.S. Patent No. 5,764,593.

RapiDeploy U.S. Patent No. 6,144,992.

Recovery Solution U.S. Patent No. 5,778,395, 5,907,672, 4701745, 5016009, 5146221, 5144425, 5463390, 5506580, 5532694, GB 2172127, B 904359, 3606869.

Other patents pending.

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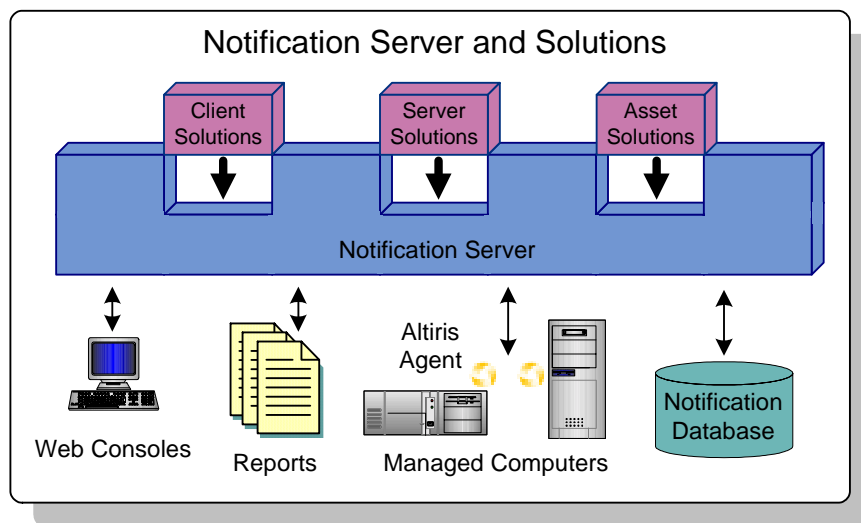
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Chapter 1

The Notification Server Architecture

Altiris Notification Server provides the core functionality used by Altiris solutions, such as security, reporting, console interface, and communications with other computers. An Altiris solution plugs into Notification Server to leverage its functionality. Before you install a solution or suite (a collection of solutions), you must setup Notification Server, and then the solutions plug into Notification Server.



Notification Server consists of many components; the primary ones are:

- Notification Server - provides services to solutions, processes events, manages data, runs tasks, runs reports, and enforces security settings.
- Notification Database - stores data collected by Notification Server and solutions.
- Altiris Agent - installed on computers to facilitate interactions between Notification Server and the managed computer (a computer with the Altiris Agent installed and managed by Notification Server). The agent receives configuration information from and sends data to Notification Server. The agent also helps in downloading files and installing and managing solution-specific agents.
- Reports - specially organized views of data. Data can be organized into lists, tables, or graphs.
- Web-based management consoles - interfaces between the user and Notification Server and solutions.

For more information on these components, see the Notification Server documentation.

Chapter 2 Installation

There are two ways to install a suite or solution, depending on whether you have already installed Notification Server, which is required by the suite or solution:

- If Notification Server is already installed, use the Solution Center to install the suite or solution:
 1. In the Altiris Console, click the **Configuration** tab.
 2. In the left pane, click **Upgrade/Install Additional Solutions**.
 3. In the right pane, click the suite or solution you want to install.Follow the steps in the wizard to install the suite or solution.
- If Notification Server has not been installed, the first step is to select and set up a server with the required hardware and software (see [Notification Server Requirements](#) on page 5). Then, you can install Notification Server and the suite or solution (see [Install Notification Server](#) on page 7).

Installing Notification Server

The first step in installing Notification Server is to select and setup a server with the required hardware and software (see [Notification Server Requirements](#) on page 5). Then, you can install Notification Server (see [Install Notification Server](#) on page 7).

Notification Server Requirements

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

Notification Server System Minimum Requirements

Operating System	Windows Server 2003 with SP1, Windows 2000 Server with SP4, or Windows 2000 Advanced Server with SP4
Processor	Pentium III 800 MHz or faster
RAM	512 MB (1 GB recommended for increased speed)
Hard Drive	2 GB (20 GB recommended)
File system	NTFS partition

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

Notification Server Computer Minimum Required Software

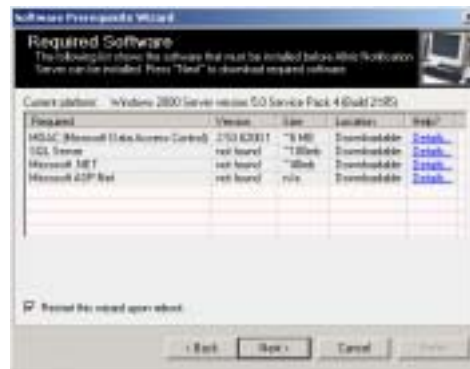
Database	Microsoft SQL Server 2005, Microsoft SQL Server 2000 SP3, or MSDE 2000. If you do not have a database installed, Install Helper will help you install MSDE 2000.
Web Server	Microsoft IIS
Services	Microsoft .NET 1.1 Framework (with ASP .NET) and Microsoft Data Access Control 2.8 (MDAC)
Browser	Microsoft Internet Explorer 6.0

We provide the Install Helper utility to start the Notification Server installation process. Initially, Install Helper checks your server to ensure that the required software is installed. If it finds that there is missing software, Install Helper lists the missing software and helps you download and install what is needed.

To run Install Helper and check for required software

1. Download the suite or solution installation package from the Download page (click the **Download** button on the Altiris Web site home page and follow the instructions). Install Helper (NSInstallHelper.exe) is included in the installation package ZIP file. The ZIP file also includes this document, license files (they have a ".txt" file extension), and other files that support Install Helper.
2. Unzip the files and run NSInstallHelper.exe.

Install Helper evaluates your server and lists the missing required software.



3. Click **Next** to download and install each component in the list.

You might be required to restart Install Helper to continue the missing software installation process. If the **Restart this wizard on restart** checkbox is selected, Install Helper will automatically restart if the server needs to be restarted.

After all the missing software is installed, Install Helper launches the Notification Server installation wizard (see [Install Notification Server](#) on page 7).

Install Notification Server

After all required software is installed, Install Helper downloads and launches the Notification Server installation wizard (Altiris_NS_6_0.exe). The installation wizard helps you install Notification Server and the selected solution or suite.

Note

The following procedure installs Notification Server in a basic environment. For in-depth planning and design concepts and rollout instructions for large or distributed environments, see the Altiris Notification Server documentation.



Accept licensing terms and follow all prompts provided in the wizard to set up Notification Server. For evaluation or testing purposes, elect the **Complete** option as the **Setup Type**.

After Notification Server is installed, several configuration pages open.

1. The User Identity Settings page appears first. Enter credentials with administrator rights. This account is used to access Notification Server.



The "domain" part of "domain/user" is the domain name that the computer is associated with on the network. The user must be a Windows user with local administrator rights to the Notification Server computer.

- The E-mail Settings page lets you set up an e-mail address that will receive administrator alerts from Notification Server when system events are generated



Enter the DNS name or IP address of your SMTP server. You must also enter a valid user name and password to log on to the SMTP server if the server requires authentication. Click **Send Test E-mail** to send a test e-mail and verify that Notification Server is sending e-mail to the correct address.

- The SQL Database Settings page lets you set up credentials for Microsoft SQL Server and the installed Notification Database.



Enter the name of the server running Microsoft SQL Server or MSDE. You can install the Notification Database to a specific SQL 2000 instance by entering the server name and SQL instance. Example: SQL server name\SQL instance.

Select **Create new database** and enter the name of the database to be created.

To select an appropriate Command timeout (in seconds), enter a value between 1 and 3600 seconds (1 hour). The command timeout setting applies to all SQL Server connections used by the Notification Server. If you experience timeout errors when using a database connection, due to network traffic or heavy server usage, increase the value of this setting (for instructions, see the Notification Server documentation).

- The **Setup Wizard Completion** page summarizes the settings entered in the previous pages. Click **Finish**.

After Notification Server is installed, the suite or solution is installed. During the installation, you might need to complete a few dialogs. When this process is finished, the suite or solution is installed.

Chapter 3

After Installing a Suite or Solution

After Notification Server and a suite or solution are installed, the suite or solution is ready to be configured and used. This chapter helps you get started using the suite or solution and Notification Server.

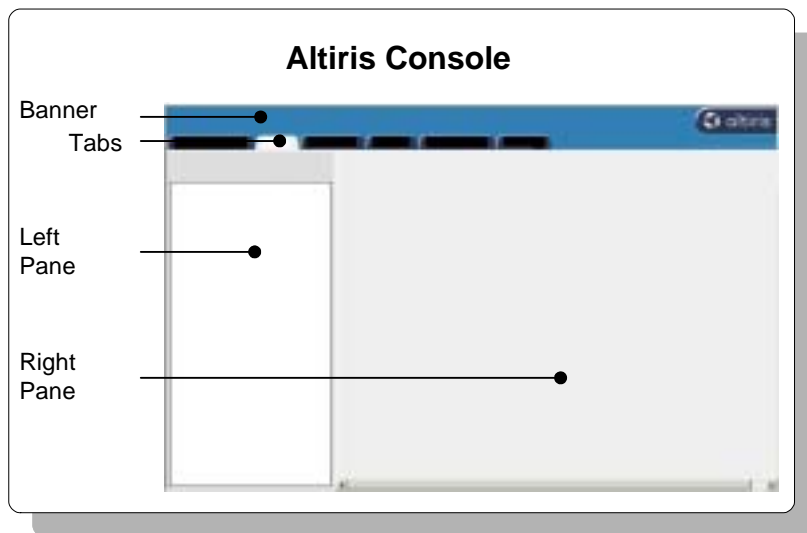
Understanding the Altiris Console

The Altiris Console is a Web browser-based console for interacting with Notification Server and Altiris solutions. The console lets you perform tasks, schedule events, run reports, perform configuration, and more.

To start the Altiris Console

- From the Notification Server computer, click **Start > All Programs > Altiris > Altiris Console**.

Altiris Console Layout





The Altiris Console has the following regions:

- **Banner** - displays the console title and provides access to documentation. The banner also includes tabs that are used to organize console functionality. The tab that is selected determines the contents of the left pane. The standard tabs are:
 - **Getting Started** - links to items related to getting started with Notification Server or solutions, such as accessing Quick Start pages, discovering computers, deploying the Altiris Agent, installing solutions, and setting security.
 - **Tasks** - links to solution and Notification Server tasks.

- Resources - links to resource-related items.
- Reports - links to predefined and custom reports.
- Configuration - links to configuration policies.
- Shortcuts - user-added links to Altiris Console pages.
- Incident - Altiris Alert Manager (or Helpdesk if installed) incidents.

Specific solutions can also add tabs to the console.

The  button opens the documentation index page, which lists the available documents, including product guides, administrator guides, reference guides, help files, and release notes. The  button displays context-sensitive help for the page currently displayed in the right pane.

- Left pane - provides access to items in the console by letting you navigate through a series of nodes organized into a tree structure. The node selected in the tree determines the contents of the right pane.
- Right pane - displays content based on the node selected in the left pane.

Notification Server Elements

Notification Server supports a set of common elements that are used by Altiris solutions and accessed through the console.


Notification Server Elements

Element	Description
Collections	A group of related resources. Collections can be a group of manually selected resources or the result of a database query. Collections specify the resources on which an action is taken. Example: you can choose to deploy the Altiris Agent to computers in the Windows Computers collection.
Packages	A group of files that is deployed to a managed computer.
Policies	Control the actions taken by a solution in Notification Server.
Reports	Organize Notification Database data for analysis. Each solution and Notification Server include predefined reports that you can use as they are or modify. You can also create your own reports.

Using Quick Starts

If you installed a suite, the Quick Start for the suite opens and helps you set up and configure Notification Server and the suite. If no Quick Start opens, you can open it manually.

If you installed a solution, there might or might not be an associated Quick Start. If one does not open, you can check for its existence by trying to open it manually. If there is

no Quick Start, we recommend going to the product documentation by starting the Altiris Console and clicking the  button in the top-right corner of the console.

Important

If you installed a suite that includes Deployment Solution, the installation process adds a Deployment tab to the Altiris Console, but the Deployment Server has not been installed, so Deployment Solution is still not functional. The Quick Start or suite documentation helps you complete the installation of Deployment Solution.

To open a Quick Start manually

If the Quick Start does not open or you need to access it at a later time:

1. In the Altiris Console, click the **Getting Started** tab.
2. In the left pane, click the **Go to the Quick Start Manager** link.
3. In the right pane, click the link for the Quick Start you want to open.

Installing a License

Suites and solutions are installed with a 7-day trial license. To extend this, install the licenses you received when you purchased the suite or solution or the evaluation licenses. Evaluation licenses are included with the suite or solution installation package, if you installed Notification Server and the solutions, or can be obtained from the Altiris Web site if you installed just the solutions using the Solution Center. Evaluation licenses extend the evaluation period to 30 days.

To get evaluation licenses if you do not already have them

1. Open the Altiris Console (on the Notification Server computer, click **Start > Programs > Altiris > Altiris Console**).
2. Click the **Configuration** tab.
3. In the left pane, click **Configuration > Licensing**.
4. In the right pane, click the **Install License** tab.
5. Click the **Register for evaluation product, and/or suite licenses** link.

This will take you to the appropriate page on the Altiris Web site to get evaluation licenses.

To install license files

1. Open the Altiris Console (on the Notification Server computer, click **Start > Programs > Altiris > Altiris Console**).
2. Click the **Configuration** tab.
3. In the left pane, click **Configuration > Licensing**.
4. In the right pane, click the **Install License** tab.
5. Install the license.
 - If you have license files:
 - a. Click the **Path to license folder** option.

b. Click **Browse**. Browse to the folder where the license files are located and click **OK**. Evaluation licenses (.txt files) are included in the NSINStallHelper ZIP file you downloaded.

Important: This folder containing license files should only contain license files.

c. Click **Install License**.

■ If you have license codes in an e-mail:

a. Click the **Paste Content of Licenses below** option.

b. Copy the license codes from the e-mail you received and paste it into the associated field.

c. Click **Install License**.

The licenses are installed. If there is an error, a message will appear at the bottom of the page.

6. Confirm that the licenses installed successfully.

a. Click the **License Status** tab.

b. Review the license information for the solutions. The Status should display "OK".