

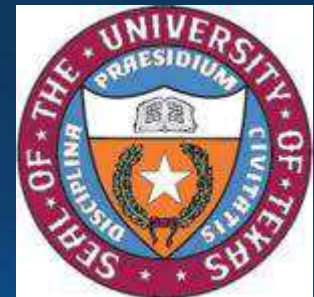
# Absolute® Software

The absolute best way to track, manage & protect your digital world.

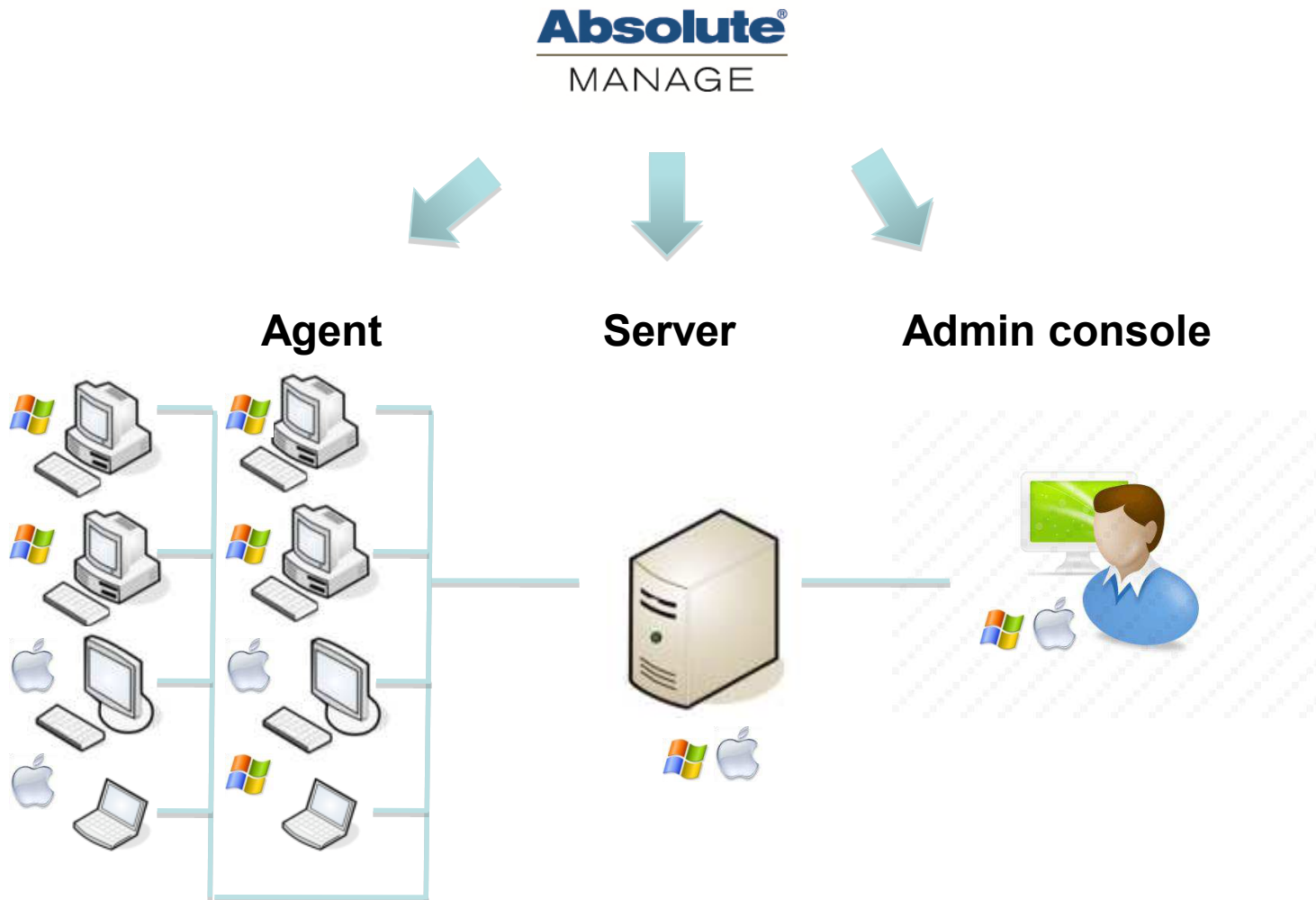
## Absolute Manage Training: Installation and Configuration



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# Architecture: Components



## Installing Absolute Manage



# System Requirements

- **Windows prerequisites**

- Server – Windows XP or higher
- Admin console – Windows XP or higher
- Agent – Windows XP or higher

- **Mac OS X prerequisites**

- Server – Mac OS 10.4 or higher
- Admin console – Mac OS 10.5 or higher
- Agent – 10.3.9 or higher

- **NO HARDWARE REQUIREMENTS, only recommendations**

- Check Absolute Manage Optimization Guide in Resource Center - <http://www.lanrev.com/nc/support/resource-center.html> - for hardware recommendations for different site sizes
- You may get less than peak performance on lesser hardware than the recommendations. You also need to configure settings according to the guide.

# Server Best Practices

- Reserve a static IP address on your server
- Set up a DNS name for your server – **Required to manage clients over internet if you want to keep the server inside your firewall (#2 below)**
  - Benefit – makes it easier to move your server later
- For managing clients over the internet
  1. Put your server in the DMZ or
  2. Set up a split DNS that resolves both internally and externally
    - Resolves internally to private IP
    - Resolves externally to public IP of internet router
    - Set up port forwarding on internet router for TCP 3971 to the internal IP address
    - Net result is agent traffic always routed to internal IP address of server.



# Installing the Server

- **Step by step**
  - Windows Server
    - Unzip the Absolute Manage ZIP file
    - Double-click the 'Absolute Manage Server\setup.exe' file
    - Click Next or Continue through the rest of the prompts
  - Mac Server
    - Mount the Absolute Manage DMG
    - Double-click the Absolute Manage Server.pkg file
    - Click Next or Continue through the rest of the prompts

# Installing the Admin Console

- **Step by step**

- Windows

- Run the 'Absolute Manage Admin\setup.exe' file
    - Click Next or Continue through all the prompts

- Mac

- Drag the Absolute Manage Admin.app package to the /Applications folder

# Post-Installation Setup Wizard

1. Launch admin console from the Start menu or the /Applications folder
2. At the login screen enter the address (IP, hostname, DNS name) of your server, leave the port as 3971, and leave both Name and Password blank
3. At registration dialog fill out 'Name' and 'Company'
  - Demo button – Generates generic serial num/key (10 seats each of AM and MDM for 45 days) or
  - Enter custom 'Serial number' and 'Activation key'
4. At default administrator account screen enter username/password to be assigned to default superadmin account
5. You'll be logged into the server using this default superadmin account at end of the setup wizard





# Exporting the SSL Server Certificate

Since version 5.3, Blowfish encryption has been replaced with SSL encryption. The benefit of this is that the session key is not hard coded but dynamically generated for each session so it's much harder to circumvent. The session key is what allows you to decrypt the data transmitted. The server certificate from your server must be installed on every agent. Otherwise the server will discard traffic from the agent if it's not present.

1. Go to Window > Server Center.
2. Click Hide/Show Server or Server Setup in the menu bar and pick Server > Server Settings on the left-hand pane.
3. Click the Save Certificate button at the bottom on the right-hand pane.

# Customizing the Agent Installer

1. Go to Edit > Settings or Absolute Manage Admin > Preferences and click the Deployment tab.
2. Click on the Set button for SD Server, enter in the IP or DNS address of your Absolute Manage server, click the Set button, select the server certificate you saved, and click OK.
3. Click on the Set button for LM Server and follow the same steps as the SD Server settings.
4. Click on the plus sign in the lower left, enter in the IP or DNS address of your Absolute Manage server, click the Set button, and select the server certificate you saved.
5. Check any other optional information you want to inventory automatically and click OK.
6. Close the Settings or Preferences window.

# Customizing the Agent Installer

SD Server: oberon.lanrevcorp.com:3

LM Server: oberon.lanrevcorp.com:3

## Inventory servers

AM Server Address	Port	Basic Inv. Only	Heartbeat Interval(min)	Inventory Push In
oberon.lanrevcorp...	3971	No	15	720

Inventory Server Properties

Inventory server address: oberon.lanrevcorp.com

Port: 3971

Heartbeat interval (min): 15

Inventory push interval (min): 720

Inventory server certificate: valid

Send inventory: ☐ Basic  
☒ Standard

☐ Include font information

☒ Include printer information

☐ Include startup item information (Macintosh only)

☒ Include services information (Windows only)

Installed software

☒ Scan installer receipts

☒ Scan for missing operating system patches

☐ Scan for applications:  

☒ Applications folder  
☐ Boot volume  
☐ All local volumes

# Exporting a Customized Agent Installer

If you need to deploy the agent some other way besides the Agent Deployment Center – such as via AD GPO, ARD, some other client management system, or manually – export the agent installer.

1. Go to Window > Agent Deployment Center.
2. Find any agent machine that says OK for the Access Status column, right-click, and pick Install Agent.
3. Click the Export Installer Package button at the bottom of the window.

When deploying via AD GPO make sure to deploy the ISScript9.msi first before deploying the LANrev Agent.msi.



# Agent Installation

- **Manual installation**

- Make sure you customize the agent first to point to your server and have the server certificate specified

- **Mass deployment**

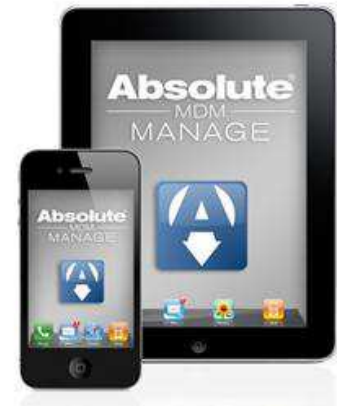
- Agent Deployment Center – Be sure to set up the Deployment tab first
    - Requires Windows File & Printer Sharing or Mac Remote Login Access for push install
    - Requires credentials with admin access to target over network
    - Finding target machines – scan Windows Network, AD, custom zones (IP ranges)
      - – gray - no Windows F&P or Remote Login access
      - – red - Windows F&P or Remote Login access available
      - – green - current or newer version of agent installed
      - – yellow - older version of agent installed

# Agent Installation

- **Mass deployment (continued)**
  - No Windows File & Printer Sharing or Mac Remote Login access
    - Windows – Deploy custom agent installer MSI via AD GPO
    - Mac – Deploy custom agent PKG installer via ARD's 'Install packages' command
- **An admin console can only push-install agents to targets of the same platform as itself**
  - Windows => Windows, Mac => Mac, but NOT Windows => Mac)
- **Including custom agent as part of a disk image**
  - Windows – Stop 'LANrev Agent' service and delete following registry value before taking disk image
    - HKLM\SOFTWARE\Pole Position Software\LANrev Agent\AgentSerialno
  - Mac – Delete /Library/Preferences/com.poleposition-sw.lanrev\_agent\_serialnumber.plist before taking disk image

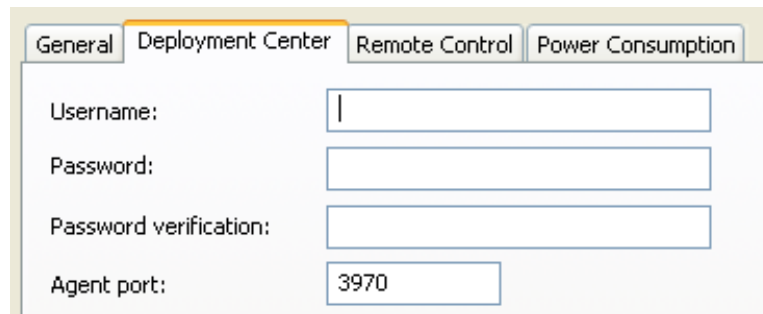


## Configuring Absolute Manage



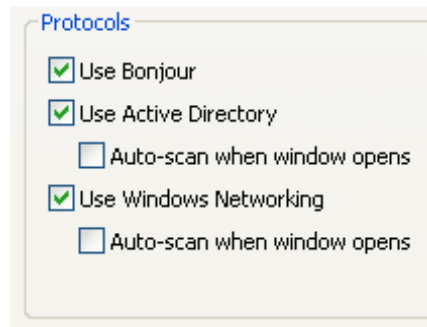
# Configuring the Admin Console

1. Go to Edit > Settings or LANrev Admin Console > Preferences and pick the Deployment tab.
2. Enter the default username/password to be used for agent push installs in the ADC.



The screenshot shows the 'Deployment Center' tab in the LANrev Admin Console. It contains four input fields: 'Username' (empty), 'Password' (empty), 'Password verification' (empty), and 'Agent port' (set to 3970). The tabs at the top are 'General', 'Deployment Center', 'Remote Control', and 'Power Consumption'.

3. Disable the auto-scan option for the Windows Networking and Active Directory protocols.

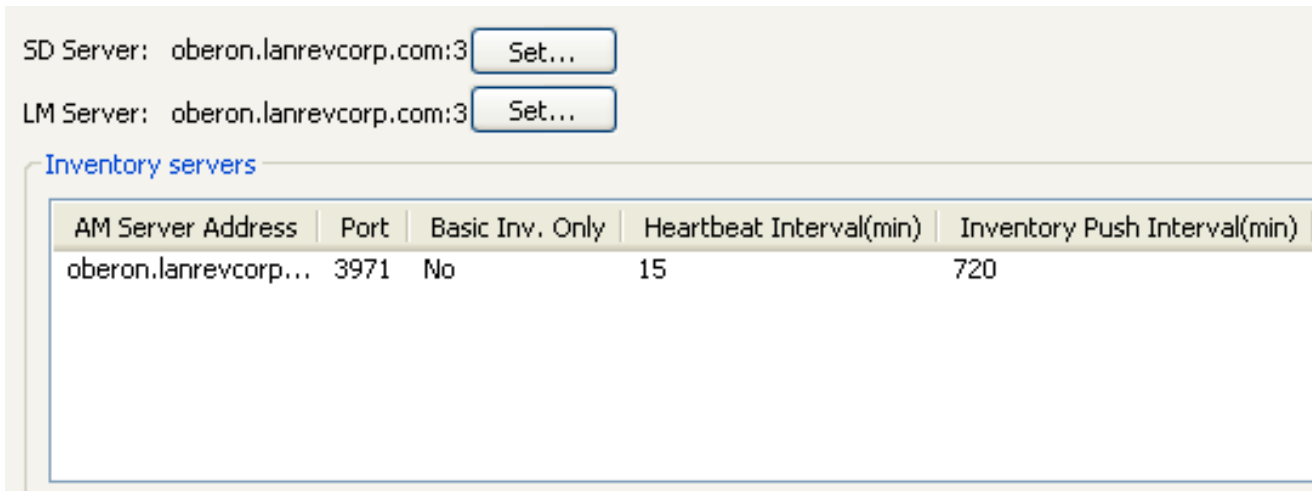


The screenshot shows the 'Protocols' section in the LANrev Admin Console. It lists four protocols with checkboxes: 'Use Bonjour' (checked), 'Use Active Directory' (checked), 'Auto-scan when window opens' (unchecked), 'Use Windows Networking' (checked), and 'Auto-scan when window opens' (unchecked).



# Configuring/Customizing the Agent Installer

1. Pick the Deployment tab and configure the inventory, SD, and LM server addresses and specify the server certificate file for them.



SD Server: oberon.lanrevcorp.com:3

LM Server: oberon.lanrevcorp.com:3

Inventory servers

AM Server Address	Port	Basic Inv. Only	Heartbeat Interval(min)	Inventory Push Interval(min)
oberon.lanrevcorp...	3971	No	15	720

2. Specify SD and LM intervals appropriate for your site size from the Optimization Guide.
3. When configuring the inventory server choose heartbeat and inventory intervals appropriate for your site size from the Optimization Guide. Check optional inventory info to be gathered automatically.

# Optimizing Server Settings

**Go to Window > Server Center > Show/Hide Server or Server Settings. Then browse to Server > Server Settings on the left-hand pane and pick the General tab on the right.**

- Offline threshold - Adjust this to match your shortest heartbeat interval. Any agent the server has not received a heartbeat from within this interval is prefixed with a red offline dot.
- Server admin port - Consider changing this to 3972. This will allow you to log in even when your server is swamped responding to agent requests. By default the server listens for both admin and agent traffic on the same port, 3971.
- Run database maintenance every - Should be set to every 1 day.
- Backup database every - Should keep at least 21 days of backups, so backup every 3 days and keep 7 backups at minimum.



# Optimizing Server Settings

General Client Info Titles License Monitoring ODBC Export Active Directory iOS MDM FOG

**Server**

Offline threshold: 15 minutes

Maximum number of entries in license history: 1000

Connection timeout: 3 seconds

Maximum number of connections: 100

Server admin port: 3971

Server agent port: 3971

Server MDM server port: 3971

☐ Use administrator information from server: none Set...

☐ Use custom fields from server: none Set...

☐ Discard computer tracking data after: 30 days

**Database maintenance**

☒ Run database maintenance every 1 days at 11:00:00 PM Run Now

**Database backup**

☒ Backup database every 30 days at 11:30:00 PM Run Now

keep 3 backups

# Monitoring Your Server

**The Server > Server Monitor area of the Server Center lets you monitor the health of your server. From here you can view**

- Current number of network connections open on the server
- Server uptime
- Date/time of last database maintenance and backup
- Admins tab – name, address, and date of current admins logged in
- Active Commands – current active commands being executed
- Caches – Cached agent requests if the server is under heavy load. If the server is unable to process agent requests in a timely manner it will cache them to disk and processes them later to free up network connections.



# Monitoring Your Server

Admins (3)

Active Commands

Caches

Count ▲

Count

10.10.10.202

10.10.10.100

10.10.10.201

Network connections: 1

Max. connections: 400

Max. simultaneous conn.: 12

Connections since launch: 1547

Uptime: 1 day, 14:33:55

Server version: 5.4 (v1972)

Last ODBC export: 9/1/2010 2:37:26 PM (Off)

Last database backup: 3/7/2011 12:51:50 PM (On)

Last database maintenance: 3/29/2011 10:00:00 PM (On)

Last status update: 3/30/2011 12:21:05 AM

Network connections: 1

Max. connections: 400

Max. simultaneous conn.: 12

Connections since launch: 1546

Uptime: 1 day, 14:34:36

Server version: 5.4 (v1972)

Last ODBC export: 9/1/2010 2:37:26 PM (Off)

Last database backup: 3/7/2011 12:51:50 PM (On)

Last database maintenance: 3/29/2011 10:00:00 PM (On)

Last status update: 3/30/2011 12:21:45 AM

Cached Agent request

Get software packages: 0

Get OS patches: 0

Get licensing packages: 0

Get distribution point: 0

Update installation status: 0

Update OS patch status: 0

Report licensing status: 0

Maximum requests cached: 1

Cached Inventories

Gather inventory: 0

Regular inventory: 0

Other data gathered: 0

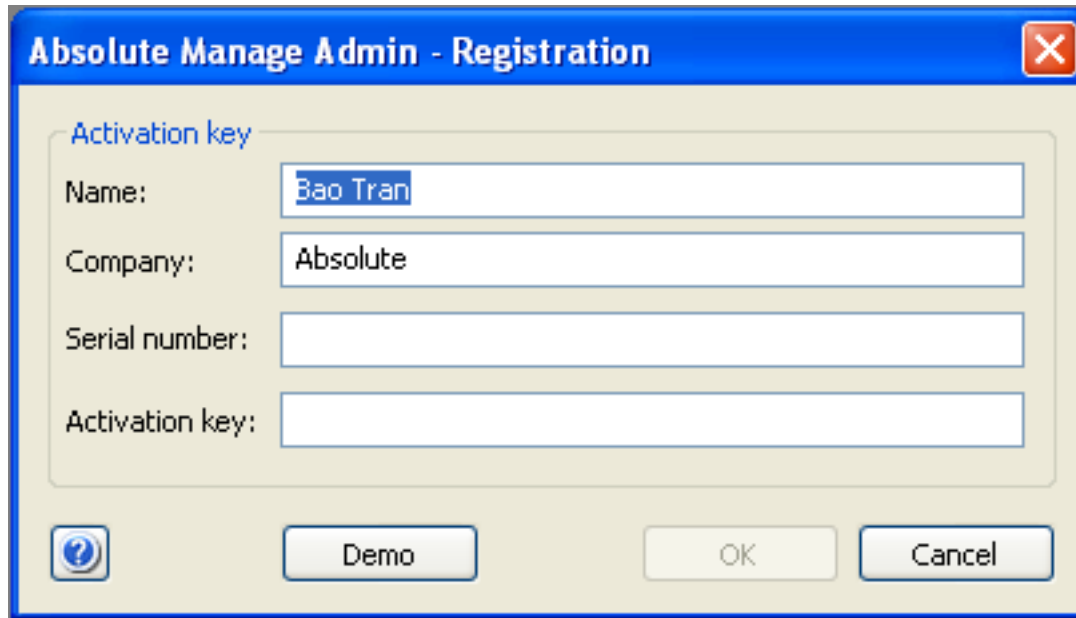
Other regular data: 0

Maximum inventory cached: 1

# To Enter New Registration Information

Enter new key to increase number of licenses or converting demo to purchase key.

Go to Server > Change Server Registration to enter your serial number and new activation key.



The image shows a Windows-style dialog box titled "Absolute Manage Admin - Registration". It has a blue title bar with a red close button (X) in the top right corner. The main area is light beige and contains four text input fields. The first field is labeled "Name:" and contains the text "Bao Tran". The second field is labeled "Company:" and contains the text "Absolute". The third field is labeled "Serial number:" and is empty. The fourth field is labeled "Activation key:" and is empty. At the bottom of the dialog, there is a help button (question mark icon) on the left, and three buttons: "Demo", "OK", and "Cancel" on the right.

Field Label	Value
Name:	Bao Tran
Company:	Absolute
Serial number:	
Activation key:	

# Upgrading from prior to 5.3

1. Upgrade the Server and Admin console.
2. Stop the LANrev Agent service on Distribution Points.
3. Install the customized Agent on Distribution Points.

For more details: <http://www.lanrev.com/forum/viewtopic.php?t=618>

END OF SECTION

