Perceptive Enterprise Deployment Suite

Installation Guide

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About installing Perceptive Enterprise Deployment Suite

The Perceptive Enterprise Deployment Suite (PEDS) automatically distributes and performs updates to Perceptive Content Client. The following sections contain the steps for installing the PEDS Client, Management Console and Server. For information about configuring PEDS, see the *Perceptive Enterprise Deployment Suite Getting Started Guide* that is available for download in Product Documentation on the Customer Portal.

Note You can install the PEDS Client on a user's machine without installing any particular Perceptive Conent Client. After the PEDS Client installation, the PEDS Client goes to the PEDS Server, downloads and performs an initial installation of the Perceptive Content Client.

Install PEDS

To install PEDS, complete the following procedures in the order listed.

- Download the files
- Deploy PEDS Server
- Install PEDS Client
- Install PEDS Management Console

Download the PEDS Client, Management Console, and Server installation files

Before installing the PEDS Client, Management Console and Server, you must first download the appropriate files from the Perceptive Customer Portal. To obtain Perceptive product installation files, contact the Hyland Software Technical Support group. For a list of Technical Support phone numbers, go to hyland.com/pswtscontact.

Deploy PEDS Server

For more information on deploying the PEDS Server, refer to the Perceptive Enterprise Deployment Suite Server Installation Guide 2.0.x.

Install the PEDS Client

Use the following instructions to install the PEDS Client. You have the option of running a silent install for the PEDS Client using the instructions in the "Install the PEDS Client unattended" section.

Prerequisite If the Deployment server URL uses SSL/TLS, refer to Appendix D: Setting up SSL/TLS for PEDS Client.

Install the PEDS Client attended

Use the following instructions to install PEDS using InstallShield.

1. Double-click the **PedClientSetup.exe** file you downloaded.

2. In the **Welcome to the Installation Wizard for the Perceptive Enterprise Deployment Client** page, click **Next**.

3. In the **License Agreement** page, review the terms in the license agreement, scroll to the end of the agreement, click **I accept the terms in the license agreement**, and then click **Next**.

4. In the **Preferences** page, in the **Deployment Server URL**, enter the URL path to the deployment server. This is the location of your PEDS Server.

5. Click **Next**.

6. In the **Ready to Install the Program** page, click **Install**.

7. In the **Installation Wizard Completed** page, click **Finish**.

Install the PEDS Client unattended

Installing the PEDS Client silently is an automatic way to run an installation. If you follow the procedures in this section, you will not install the PEDS Client using a standard InstallShield interface. By using this silent installation method, you can do a custom installation or use a combination of default and customized settings.

1. Set up your argument values to customize the unattended installation. If you do not manually set argument values, the default values are used during the installation.

Argument	Description
UPDATE_URL	This is the URL that Perceptive Content uses to check for updates
PUPDATE_URL.34D7B38C_34B1_4B08_A7CB_C1A906C54F91	This the URL that PEDS uses to check for updates.

2. Enter one of the following commands, depending on whether you need to use an EXE or the MSI file. You can use one of the commands in a Command Prompt window or create a command line script for your deployment software:

   - If you can use the EXE file, which is the preferred and more reliable method, enter:

     ```
     PEDClientSetup.exe /V"<argument list>"

     EXAMPLE: PEDClientSetup.exe /V"/qb /L*V \"C:\logs\PEDclientinstall.txt\"
     UPDATE_URL=\"http://[server]/pedserver\"
     PUPDATE_URL.34D7B38C_34B1_4B08_A7CB_C1A906C54F91=\"
     http://[server]/pedserver\""
     ```

   - If you need to use the MSI file due to using deployment software that requires it, enter:

     ```
     msiexec.exe /qb /i "[drive:]\<path>\PEDClientSetup.msi" <argument list>"

     EXAMPLE: msiexec /qb /L*v "C:\logs\PEDclientinstall.txt" /i
     "PEDClientSetup.msi" UPDATE_URL="http://[server]/pedserver"
     PUPDATE_URL.34D7B38C_34B1_4B08_A7CB_C1A906C54F91=" http://[server]/pedserver\"
     ```

     Note On the **Start** menu, click **Run** and enter **msiexec** for help about the command-line parameters.

3. Verify your installation.

Install the PEDS Management Console

Use the following instructions to install the PEDS Management Console.

1. Double-click the **PEDManagementConsoleSetup.exe** file you downloaded.

2. In the **Welcome to the Installation Wizard for PEDS Management Console** page, click **Next**.

3. In the **License Agreement** page, review the terms in the license agreement, scroll to the end of the agreement, click **I accept the terms in the license agreement**, and then click **Next**.

4. In the **Destination Folder** page , accept the default location, and then click **Next** or click **Change** to install the file to a different folder.

5. In the **Ready to Install the Program** page, click **Install**.

6. In the **InstallShield Wizard Completed** page, click **Finish**.

Appendix A: Troubleshooting PEDS

Use the information in this appendix to troubleshoot issues that you might encounter when using PEDS.

Updates are not downloading to client machines

If updates are not downloading to client machines, you can use a web browser to navigate to the following URLs to determine if the PEDS Server is providing the expected data. You can also navigate to these sites for troubleshooting information.

- To see the entire catalog of files that the server reads from the monitored update directory, enter:

    ```
    http://someserver.com/pedserver/Application
    ```

- To see the deployment plan that is provided to client machines when they check for updates, enter:

    ```
    http://someserver.com/pedserver/Application/<AppID>/DeploymentPlan
    ```

    Where <AppID> is the application identifier, for example PEDClientServiceWin32 or ImageNow6Win32.

- To see the server configuration, enter:

    ```
    http://someserver.com/pedserver/Configuration
    ```

Missing shortcut

For PEDS to be able to check for updates upon launching the application, the PEDS client installer replaces the shortcut to the application's executable with a shortcut to the PEDLauncher executable. In the event that this shortcut is missing, you can manually create a new shortcut using the following instructions.

Recreate a missing shortcut

Configuration settings appear in the <appSettings> section of PEDLauncher.exe configuration file. The configuration file is the name of the updater appended with .config. For example, PEDLauncher.exe has a configuration file named PEDLauncher.exe.config, and PEDLauncher2.exe has a configuration file named PEDLauncher2.exe.config.

1. In **Windows Explorer**, locate the **PEDLauncher.exe** file.

2. Right-click **PEDLauncher.exe** and choose **Create shortcut**.

3. Right-click the newly created shortcut and choose **Properties**.

4. Edit the **Target** field by appending the appropriate **-A** and **-L** parameters to the end. Refer to the following table for descriptions of these parameters. For example, the Target for launching Perceptive Content Client would look like the following example.

```
C:\Program Files\ImageNow\bin\PEDLauncher.exe" -A ImageNow6Win32 -L "C:\Program
Files\ImageNow\bin\ImageNow.exe
```

Parameter	Argument
-A	The ID for the target application.
-L	The path to the target executable.

Rename and relocate the shortcut as desired.

Appendix B: Setting up SSL/TLS for PEDS Client

Configure the MMC Certificates Snap-in

The Microsoft Management Console (MMC) Certificates snap-in can add, import, and export certificates. To configure the MMC Certificates snap-in, complete the following steps.

1. To open the MMC console, click **Start** > **Run**.

2. In the **Run** dialog box, type `mmc`, and then click **OK**.

3. Click **File** > **Add/Remove Snap-in**.

4. In the **Add/Remove Snap-in** dialog box, click **Add**.

5. In the **Add Standalone Snap-in** dialog box, click **Certificates** > **Add**.

6. In the **Certificates Snap-in** dialog box, select **Computer Account**, and then click **Next**.

7. In the **Select Computer** dialog box, select **Local computer**, and then click **Finish**.

8. In the **Add Standalone Snap-in** dialog box, click **Close**.

9. In the **Add/Remove Snap-in** dialog box, click **OK**.

Import and Trust the SSL/TLS Certificate

Prerequisite: Before you complete the following steps, you must perform the steps in the **Configure the MMC Certificates Snap-in** section.

1. In the left pane, in the Console Root tree, click Certificates (Local Computer) > Trusted Root Certification Authorities.

1. Right-click anywhere in anywhere in the right pane, and click **All Tasks** > **Import**.

2. In the **Certificate Import Wizard** welcome page, click **Next**.

3. In the **File to Import** page, browse to the certificate you just created, and click **Next**.

4. In the **Certificate Store** page, verify **Place all certificates in the following store** is selected, and click **Next**.

5. In the **Completing the Certificate Import Wizard** page, click **Finish**.

   The certificate should now be trusted by the local computer account.