Perceptive Enterprise Deployment Suite

Installation Guide

PEDS Version: 1.2
Environment: Windows

perceptivesoftware

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Installing the Perceptive Enterprise Deployment Suite

The Perceptive Enterprise Deployment Suite (PEDS) automatically distributes and performs updates to the ImageNow and WebNow systems. 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 the ImageNow Client. After the PEDS Client installation, the PEDS Client contacts the PEDS Server to download and perform an initial installation of the ImageNow Client.

Install PEDS

To download PEDS and run the PEDS installation wizard, complete the following steps.

1. Download the Perceptive Enterprise Deployment Client, Perceptive Enterprise Deployment Management Console, and Perceptive Enterprise Deployment Server installers.

2. Run the PEDS Server installation wizard.

3. Run the PEDS Client installation wizard.

4. Run the PEDS Management Console wizard.

Download the PEDS installation file and documentation

To download the PEDS installation file and documentation, complete the following steps.

1. Go to the Perceptive Software website at www.perceptivesoftware.com and log in to the **Customer Portal**.

2. In the **Product Downloads** page, search for all downloadable items for the specific product and version you want to use. These files may include a product installer, product documentation, or set of supporting files.

3. Download the relevant files to a temporary directory on your computer.

Run the PEDS Server installation wizard

To install the PEDS Server, complete the following steps.

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

    Note If prompted to stop your web application server, close all browser windows, stop the web application server, and click **OK**. This prompt appears before the **Welcome** page appears. This applies to all web application servers on Windows.

2. In the **Welcome to the Installation Wizard for the Perceptive Enterprise Deployment** 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 **Web Application Server** page, select the web application server that is appropriate for your environment and click **Next**.

5. In the **Destination Folder** page accept the default destination folder (recommended) or click **Change** and change the directory, and then click **Next**.

6. In the **Perceptive Enterprise Deployment Server Configuration** page, enter the following information:

- The update directory location.

- The reporting database location.

- The time between update checks, in minutes.

- The time to retain update event information, in days.

- The time to retain inactive node information, in days.

7. Click **Next**.

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

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

Install the PEDS Client

To install the PEDS Client, complete the following steps. You have the option of running a silent install for the PEDS Client using the instructions in the "Install the PEDS Client unattended" section.

Install the PEDS Client attended

To install PEDS using InstallShield, complete the following steps.

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 perform 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 ImageNow 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 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

To install the PEDS Management Console, complete the following steps.

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 **Web Application Server** page, select the web application server that is appropriate for your environment and click **Next**.

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

6. Click **Next**.

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

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

Command line parameters to control, install or uninstall the PEDS Client

If you are using the command line interface, you can install, start, stop, and uninstall the PEDS Client service using the following commands. The command must contain the service name.

Command	Description
-install or -i	Installs the service.
-uninstall or -u	Uninstalls the service.
-start or -g	Starts the service.
-stop or -k	Stops the service.
-help or -h or -?	Displays the command line options.

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 ImageNow Client would look like the following example.

   ```
   C:\Program Files\ImageNow6\bin\PEDLauncher.exe" -A ImageNow6Win32 -L "C:\Program
   Files\ImageNow6\bin\ImageNow.exe
   ```

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

5. Rename and relocate the shortcut as desired.

Appendix B: pedserver.ini file settings

The following table provides definitions and sample data for the PEDS settings in the pedserver.ini configuration file. This table displays the INI file settings organized under the group headings, for example Logging and General. Each setting offers two or more options, which appear in the table along with a description of each setting and its options. Use this table as a guide when customizing the pedserver.ini file.

Group	Setting	Options	Description
Logging	debug.level.file	0 through 6	Specifies the level the servlet uses to log errors for troubleshooting. Set minimal logging unless you are debugging an issue. If you increase the logging, make sure that you set the logging level back down after you finish debugging. Failure to do so can greatly affect performance and hard disk space. The higher the number, the more verbose the logging. 0 = Error 1 = Info 3 = Debug 6 = Trace 9 = Timing The default is 0.
	log.directory	Text strings	Specifies the location where the system writes the log files. Relative paths are relative to the location of the .ini file. The default is C:\Log.
	log.prefix	Text strings	Specifies the name of the log file in the following naming convention: <log.directory>\<log.prefix>_current date.log The default <log prefix> is PED.
General	parent.server.url	Any valid URL	Specifies the URL of the parent server where the configuration and file monitor updates are downloaded from.
	update.directory	Text strings	Specifies the location where the servlet stores the update packages. The administrator must have read and write privileges for this directory. Relative paths are relative to the location of the INI file. The default is: ../../deployment

Group	Setting	Options	Description
	directory.package.polling. interval	Any positive integer	The interval time span in minutes when the servlet (parent or child) searches for new update packages in the update directory. The default is 60.
	url.package.polling.interv al	Any positive integer	The interval time span in minutes when the child servlet searches the parent servlet for new update packages to download. The default is 60.
	url.config.polling.interval	Any positive integer	The interval time span in minutes when the child servlet checks the parent servlet for changes in the configuration settings file. The default is 15.
	versions.retained	Any integer -1 0	Specifies the number of previous versions retained in the update directory on the servlet. -1 retains all previous versions. 0 retains only the current version. The default is -1.
	receive.config.settings	TRUE FALSE	Determines whether the child servlet receives configuration information from the parent server. The default is TRUE.
SendSettings	parent.server.url	Any valid URL	The URL to set the children servers' configuration settings to. If this section property is not included under the SendSettings section, it is not changed on the child server.

Group	Setting	Options	Description
	debug.level.file	0 through 6	Specifies the level the servlet uses to log errors for troubleshooting. Set minimal logging unless you are debugging an issue. If you increase the logging, make sure that you set the logging level back down after you finish debugging. Failure to do so can greatly affect performance and hard disk space. The higher the number, the more verbose the logging. 0 = Error 1 = Info 3 = Debug 6 = Trace 9 = Timing The default is 0.
	directory.package.polling. interval	Any positive integer	The value to set the children servers' configuration settings to. If this section property is not included under the SendSettings section it is not changed on the child server.
	parent.reporting.server.url	Text strings	The value to set the children servers' configuration settings to. If this section property is not included under the SendSettings section, it is not changed on the child server.
	versions.retained	Any positive integer	Specifies the number of previous versions retained in the update directory on the servlet. -1 retains all previous versions. 0 retains only the current version. The default is -1.
	url.config.polling.interval	Any positive integer	The interval time span in minutes when the child servlet checks the parent servlet for changes in the configuration settings file. The default is 15.
	url.package.polling.interv al	Any positive integer	The value to set the children servers' configuration settings to. If this section property is not included under the SendSettings section, it is not changed on the child server.

Group	Setting	Options	Description
Reporting	parent.reporting.server.url	Any valid URL	The URL of the servlet that acts as a parent for reporting purposes. Child servlets periodically upload report data to their parent.
	database.directory	Any valid directory	The location where the reporting database files are stored. Relative paths are relative to the location of the INI file. The default is `../../db`
	database.connection.pool.size	Any positive integer	The maximum number of database connections that can be open at once. The default is 20 connections.
	database.cleanup.interval	Any positive integer	The time, in minutes, to scan for and purge old data from the database. The default is 60 minutes.
	event.retention.time	Any positive integer	The time, in days, to retain event data in the database. Events older than this setting are purged from the database. The default is 90 days.
	inactive.node.retention.time	Any positive integer	The time, in days, to retain information about a machine's last update check. A node is purged if the last check for updates is older than this setting. The default is 180 days.
	database.upload.interval	Any positive integer	The time, in seconds, that report data is uploaded to the parent-reporting server. The default is 60 seconds.
	database.upload.batch.size	Any positive integer	The maximum number of records that are uploaded to the parent-reporting server. The default is 200 records.