



AdminStudio 10.0

Client Tools Installation Guide

Legal Information

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September 2009

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AdminStudio 10.0 Client Tools Installation Guide

Information about installing the AdminStudio client tools is presented in the following sections:

Table 1-1 • Installing AdminStudio 10.0 Client Tools

Topic	Content
AdminStudio 10.0 System Requirements	Lists the hardware and software requirements for the components of the AdminStudio client tools.
Installing AdminStudio Client Tools	<p>Describes the AdminStudio client tools, explains how to install the client tools and their Web-based components (Configuration Manager Web Console and Predeployment Test Results Web site). This section also explains how to upgrade an existing Application Catalog to be used with AdminStudio 10.0.</p> <ul style="list-style-type: none">• AdminStudio Client Tools, By Edition• Installing the AdminStudio Client Tools• Installing Configuration Manager Web Console and Predeployment Test Web Components• Upgrading an Existing Application Catalog to AdminStudio 10.x
Activating Your Product	Explains how to activate your AdminStudio serial number, and provides activation troubleshooting information.
Upgrading Your Product Edition	Explains how to use AdminStudio's built-in upgrade capability to activate features in a higher Edition without re-installing the application.
Evaluating AdminStudio	Explains how to evaluate the AdminStudio Enterprise Edition client tools and the AdminStudio Enterprise Server Web tools, and also how to activate your product after purchasing a serial number.

AdminStudio Components/Editions

AdminStudio 10.0 is available in Standard, Professional, and Enterprise Editions. You have the option of purchasing an additional Virtualization Pack and Application Compatibility Pack. Also, functionality varies depending upon whether you have purchased the Per Admin pricing model or the Per Desktop pricing model.

Table 1-2 • AdminStudio 10.0 Components/Editions

Edition	AdminStudio	Virtualization Pack	Application Compatibility Pack
Standard	<p>Tools</p> <ul style="list-style-type: none"> • Repackager • Distribution Wizard • FlexWrap • InstallShield 2011 • Tuner • Application Isolation Wizard <p>Functionality</p> <ul style="list-style-type: none"> • Windows Installer repackaging • Windows Installer customization • Preparation for distribution 	<p>Tools</p> <ul style="list-style-type: none"> • Automated Application Converter (Single Application Version) • Virtual Package Editor • Microsoft App-V Assistant • ThinApp Assistant • Citrix Assistant <p>Functionality</p> <ul style="list-style-type: none"> • Convert to virtual applications • App-V package editing 	N/A

Table 1-2 • AdminStudio 10.0 Components/Editions

Edition	AdminStudio	Virtualization Pack	Application Compatibility Pack
Professional	<p>Tools</p> <p>Same as Standard, plus:</p> <ul style="list-style-type: none"> • ConflictSolver • Application Manager • OS Snapshot Wizard • QualityMonitor • Predeployment Test <p>Functionality</p> <p>Same as Standard, plus:</p> <ul style="list-style-type: none"> • Application management • Testing, validation, and conflict testing • Standard reporting 	<p>Tools</p> <p>Same as Standard, plus:</p> <ul style="list-style-type: none"> • Automated Application Converter (Single Application Version) with Virtualization Suitability Testing <p>Functionality</p> <p>Same as Standard, plus:</p> <ul style="list-style-type: none"> • Test for virtualization suitability • Store App-V data in Application Manager • App-V package testing, validation, and conflict testing • Automated conversion of legacy packages to Windows Installer 	<p>Tools & Functionality</p> <p>Compatibility Solver with the following functionality:</p> <ul style="list-style-type: none"> • Project-level compatibility assessment and cost/effort reporting for all applications • Application testing and reporting for Windows 7 (32- and 64-bit versions) • Auto-fixing for Windows 7
Enterprise (Per Admin)	<p>Tools</p> <p>Same as Professional, plus:</p> <ul style="list-style-type: none"> • PackageExpert • OS Security Patch Wizard • Job Manager • Report Center • Software Repository • Security Console <p>Functionality</p> <p>Same as Professional, plus:</p> <ul style="list-style-type: none"> • Application Readiness Dashboard • Process and workgroup management features 	<p>Tools</p> <p>Same as Professional, plus:</p> <ul style="list-style-type: none"> • Automated Application Converter (Multiple Application Version) with Suitability Testing <p>Functionality</p> <p>Same as Professional, plus:</p> <ul style="list-style-type: none"> • Automated conversion of multiple packages to virtual applications • Automated conversion of multiple legacy packages to Windows Installer • Application Readiness Dashboard (Including Virtualization Reports) 	<p>Tools & Functionality</p> <p>All of the Compatibility Solver functionality available in Professional, plus:</p> <ul style="list-style-type: none"> • Detailed compatibility assessment reports • Application testing and reporting for Windows 7 (32- and 64-bit versions), and Windows Server 2008 R2 • Merge multiple databases for centralized reporting

Table 1-2 • AdminStudio 10.0 Components/Editions

Edition	AdminStudio	Virtualization Pack	Application Compatibility Pack
Enterprise (Per Desktop)	Tools & Functionality Same as Enterprise (Per Admin)	Tools & Functionality Same as Enterprise (Per Admin)	Tools & Functionality All of the Compatibility Solver functionality available in Enterprise (Per Admin) , plus: <ul style="list-style-type: none"> • Testing can be done on groups of applications at a time Web Application Compatibility (Optional) <ul style="list-style-type: none"> • Test compatibility of web applications with IIS web server • Test compatibility of web applications with Internet Explorer 8 browser • Test integration of desktop application with Internet Explorer 8 browser

Contacting Us

You may contact us from anywhere in the world by visiting the our Web site at:

<http://www.flexerasoftware.com>

AdminStudio 10.0 System Requirements

Before installing the AdminStudio client tools, review the following hardware and software requirements for the AdminStudio client tools.

- [Hardware and Software Requirements](#)
- [Installing Internet Information Services \(IIS\)](#)

Hardware and Software Requirements

All of AdminStudio—Web sites, XML Web services, and database—can reside on a single machine; however, the configuration detailed in this section recommended:

- [AdminStudio Client Tool Machine](#)
- [Application Catalog Database Server](#)
- [Software Repository Server](#)

AdminStudio Client Tool Machine

The recommended system configuration for a machine running the AdminStudio client tools is:

Table 2-1 • Client Tool Machine System Requirements

Item	Description
Processor	32-bit (x86) or 64-bit (x64) processor at 1 GHz or greater
RAM	1 GB
Hard Disk	1.1 GB

Table 2-1 • Client Tool Machine System Requirements

Item	Description
Display	Designed for XGA at 1024 x 768 resolution or higher
Operating System	Windows 7, Windows Vista, Windows XP (SP1 or later is recommended), or Windows Server 2003 or later. Predeployment Test and Configuration Manager Web Console require Microsoft IIS 5 or later.
Browser	Microsoft Internet Explorer 5.5 or later
Privileges	Administrative privileges on the system

Application Catalog Database Server

The recommended system configuration for a database server to store AdminStudio application catalog databases is:

Table 2-2 • Application Catalog Database Server System Requirements

Item	Description
Processor	32-bit (x86) or 64-bit (x64) processor at 1 GHz or greater
RAM	512 MB or greater (1 GB preferred)
Hard Disk Space	80 GB or greater
Operating System	Windows Server 2003 or later
Database Software	AdminStudio supports SQL Server databases. SQL Server 2000 (with the latest Service Pack) is the minimum requirement, but SQL Server 2005 or later is highly recommended. SQL Server must be installed with case-insensitive dictionary sort order and ISO-8859-1 character set. (Use <i>sp_helpsort</i> T-SQL command for more information.)

Software Repository Server

The recommended system configuration for the machine that stores the Software Repository files is:

Table 2-3 • Software Repository Server System Requirements

Item	Description
Processor	512 MHz or greater

Table 2-3 • Software Repository Server System Requirements

Item	Description
RAM	512 MB or greater
Hard Disk Space	60 GB or greater
Operating System	Windows Server 2003 or later

Installing Internet Information Services (IIS)

Internet Information Services (IIS) is required to be installed on the machine on which you are installing Configuration Manager Web Console and/or the Predeployment Test Results Web site.

To install IIS, perform the following steps.



Task: *To install IIS, perform the following steps:*

1. From the **Control Panel**, select **Add or Remove Programs**. The **Add or Remove Programs** dialog box opens.
2. Select **Add/Remove Windows Components**. The **Windows Components Wizard** opens
3. Perform one of the following steps, depending upon your operating system:
 - **Windows XP**—Select **Internet Information Services (IIS)** in the **Components List** and click **Next**.
 - **Windows Server 2003**—Select **Application Server** and click **Details** to open the **Application Server** dialog box. Then select **Internet Information Services (IIS)**, click **OK** to close the **Application Server** dialog box, and then click **Next**.

The **Configuring Components** dialog box opens, and the installation begins.

4. If you are prompted to insert a Windows CD, do one of the following:
 - **If the Windows files were copied onto the hard drive**—In the **Copy file from** dialog box, enter C:\i386 or whatever the location of your i386 directory is, and then click **OK** to continue.
 - **If you have Windows installation CDs**—Insert the CD into the CD-ROM and click **OK** to continue.

You will be informed when installation is complete.

Installing AdminStudio Client Tools

You have a lot of flexibility when installing the AdminStudio client tools. You can choose to install:

- All program features including the Web-based features (Configuration Manager Web Console and Predeployment Test Results Web components), or
- All program features except for the Web-based features, or
- Only those features that you select

Instructions for installing AdminStudio client tools is presented in the following sections:

Table 3-1 • Installing AdminStudio Client Tools

Topic	Description
AdminStudio Client Tools, By Edition	Describes each of the AdminStudio client tools and identifies the AdminStudio Edition they are available in.
Installing the AdminStudio Client Tools	Explains how to run the AdminStudio client tools installation.
Installing Configuration Manager Web Console and Predeployment Test Web Components	Explains how to install Configuration Manager Web Console and the Predeployment Test Web components separately, on a different machine than the one the rest of the AdminStudio client tools were installed on.
Upgrading an Existing Application Catalog to AdminStudio 10.x	Explains how to upgrade an existing 5.x, 6.x, or 7.x Application Catalog to use the AdminStudio 8.x schema.
















AdminStudio Client Tools, By Edition

Here is a breakdown of the AdminStudio client tools, listed by Edition:

Table 3-2 • AdminStudio Client Tools, By Edition

Icon	Tool	Standard	Professional	Enterprise	Virtualization Pack	Application Compatibility Pack
	Repackager	✓	✓	✓		
	Distribution Wizard	✓	✓	✓		
	InstallShield Editor	✓	✓	✓		
	FLEXwrap Assistant	✓	✓	✓		
	Tuner	✓	✓	✓		
	Application Isolation Wizard	✓	✓	✓		
	Application Manager		✓	✓		
	ConflictSolver		✓	✓		
	QualityMonitor		✓	✓		
	Configuration Manager Web Console		✓	✓		

Table 3-2 • AdminStudio Client Tools, By Edition (cont.)

Icon	Tool	Standard	Professional	Enterprise	Virtualization Pack	Application Compatibility Pack
	Predeployment Test					
	PackageExpert					
	OS Security Patch Wizard					
	Automated Application Converter					
	Virtual Package Editor					
	InstallShield Editor Virtual Assistants					
	Compatibility Solver					



Note • For information on installing the AdminStudio Enterprise Server and the AdminStudio Enterprise tools (Security Console, Job Manager and Report Center), see the AdminStudio Web Server Installation Guide, which is available on the AdminStudio Downloads site.



Note • If you originally purchased AdminStudio Standard or Professional Edition, or if you are using a Limited Edition, and want to upgrade to a higher 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. For more information, see [Upgrading Your Product Edition](#).

Installing the AdminStudio Client Tools

To install the AdminStudio client tools, perform the following steps.



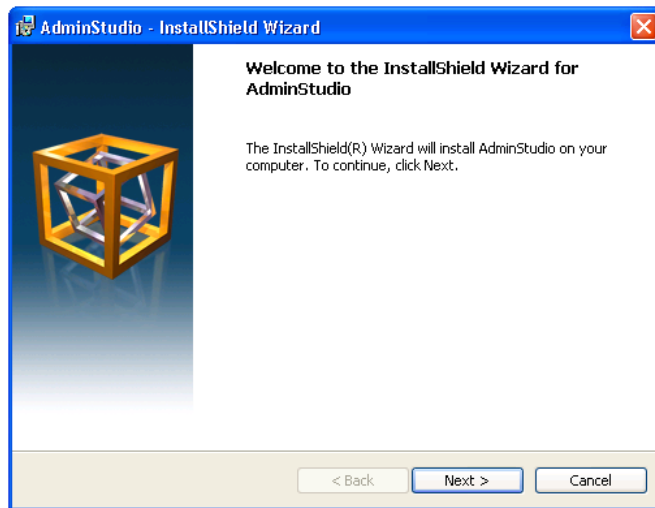
Note • Because the AdminStudio 10.0 client tools installation program is configured as a major upgrade, if a computer has an existing older version of AdminStudio (6.0 through 9.5), it is not necessary to uninstall that older version prior to installing AdminStudio 10.0.



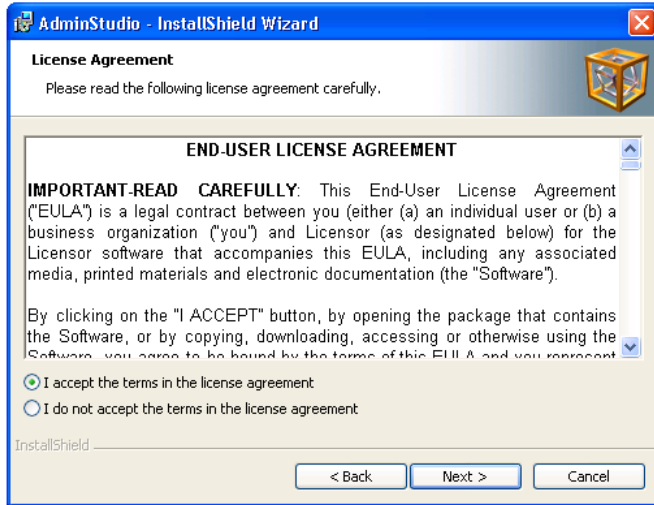
Task: *To install the AdminStudio client tools:*

1. Launch the AdminStudio installation program. The **Preparing to Install** panel may open, and the Microsoft .NET Framework will be installed if it is not already present.

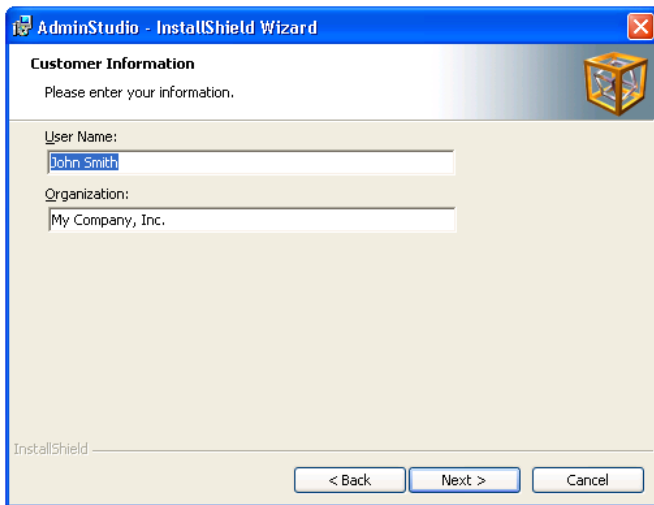
When the installation is ready to proceed, the **Welcome** panel opens.



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



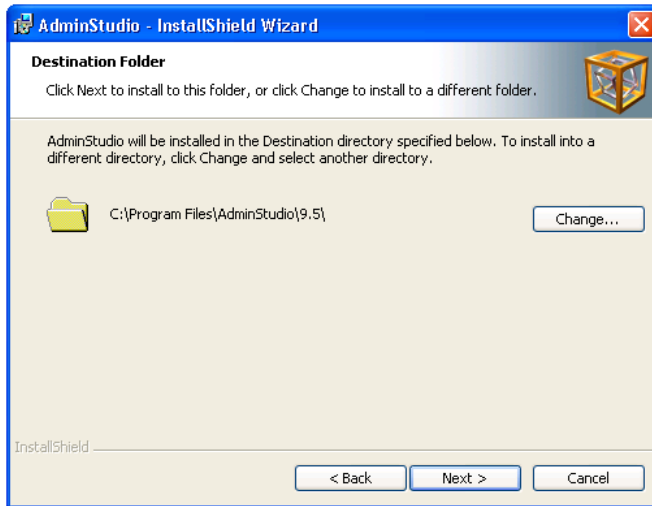
3. Select the **I accept the terms in the license agreement** option and click **Next**. The **Customer Information** panel opens.



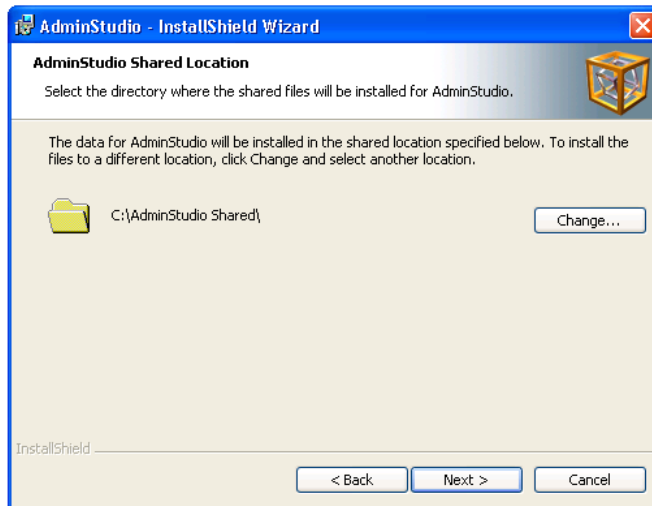
4. Enter a **User Name** and **Organization** name to identify this installation of AdminStudio, and click **Next** to continue. The **Destination Folder** panel opens.

Chapter 3: Installing AdminStudio Client Tools

Installing the AdminStudio Client Tools



5. 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.

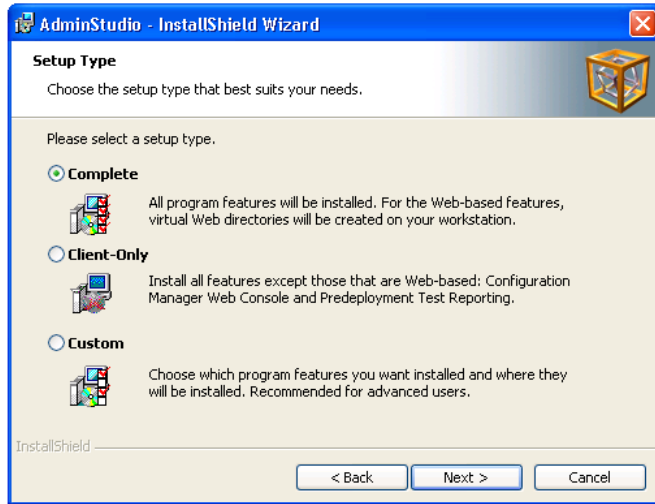


The AdminStudio Shared directory contains shared information for repackaging and conflict identification, and other AdminStudio functions, including the following:

- The Shared AdminStudio.ini file, which specifies default Application Catalog database settings
- Application Manager duplicate package identifier options
- Repackager isrepackager.ini exclusion list
- OS Snapshot issnapshot.ini file
- ConflictSolver user-defined ACEs
- Distribution Wizard Distribution Type templates and .ini files

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.

- Specify the location of your organization's AdminStudio Shared directory, and click **Next**. The **Setup Type** panel opens.



- Select one of the following options to specify which components you want to install on this machine:
 - Complete**—Select this option to install all client tool program features of AdminStudio, including the Predeployment Test Results Web site and Configuration Manager Web Console, which are both Web-based features.
 - Client-Only**—Select this option to install all client tool program features of AdminStudio except for the two Web-based features: Predeployment Test Results Web site and Configuration Manager Web Console.
 - Custom**—Select this option if you want to open an additional panel where you can select exactly which tool you want to install.



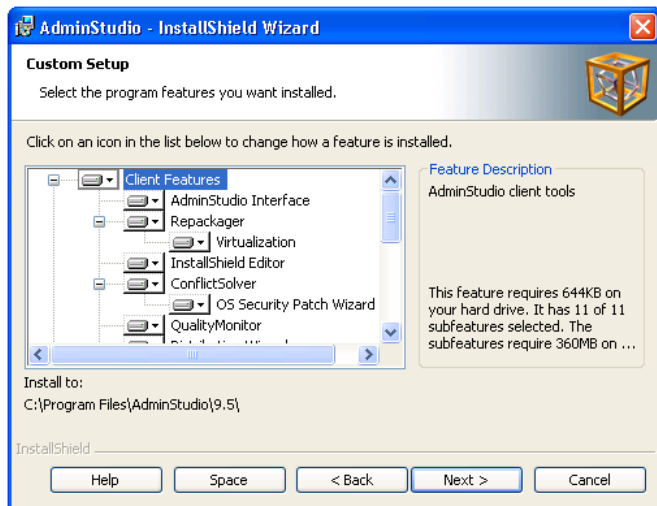
Note • For information on installing and configuring the Configuration Manager Web Console and the Predeployment Test Results Web site, see [Installing Configuration Manager Web Console and Predeployment Test Web Components](#).

Chapter 3: Installing AdminStudio Client Tools

Installing the AdminStudio Client Tools

8. Do one of the following:

- **If you selected Complete or Client-Only in the previous step**, click **Next** to open the **Ready to Install the Program** panel, and skip to **Step 10**.
- **If you selected Custom**, click **Next** and continue with **Step 9**. The **Custom Setup** panel opens.






On this panel, AdminStudio features are grouped into three categories:

- **Client Features**—Includes all of the AdminStudio client tools such as Repackager, ConflictSolver, InstallShield Editor, Distribution Wizard, etc.
- **Web Related Features**—Includes Configuration Manager Web Console and Predeployment Test Results Web sites.
- **Server Features**—Includes Job Manager Engine and FLEXwrap License Server.

As you select each feature, information about that feature is listed in the **Feature Description** area, and the location where the selected feature will be installed is listed under the feature tree box.

The icon next to the feature name indicates whether that feature is selected for installation. You have the following options:

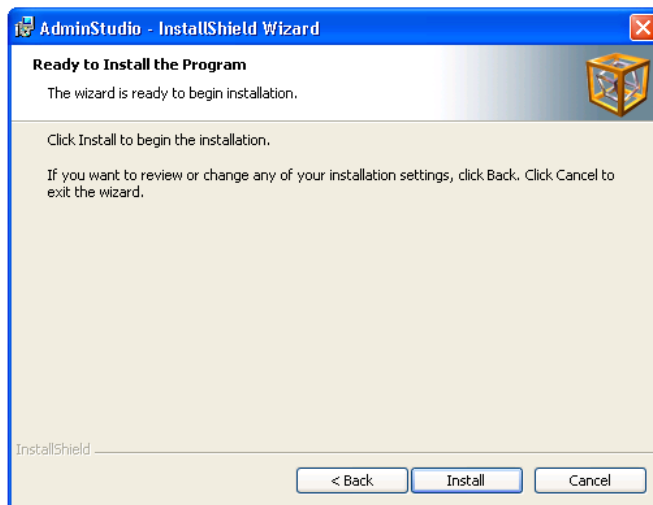
Icon	Install State	Description
	This feature will be installed on local hard drive	This client tool will be installed on the local computer.
	This feature, and all subfeatures, will be installed on local hard drive	All of the client tools in the selected group will be installed on the local computer.
	This feature will be installed to run from the network	[Configuration Manager Web Console & Predeployment Test Results Web site only] This Web tool will be installed to run from the network.

Icon	Install State	Description
	This feature, and all subfeatures, will be installed to run from the network	[Configuration Manager Web Console & Predeployment Test Results Web site only] All of the Web tools in the selected group will be installed to run from the network.
	This feature will be installed when required	This feature will be installed if it is required by one of the other features that are being installed.
	This feature will not be available	This feature will not be installed even if it is required by one of the other features that are being installed.



Note • If you have already used this installation to install some AdminStudio components, you can click **Change** on the Control Panel **Add or Remove Programs** dialog box to install an additional component or to selectively uninstall a component. In this case, when the **Custom Setup** panel opens, the current **Install State** of each AdminStudio components will be displayed next to each component. Only change the **Install State** of those components you want to install or uninstall. If the component is already installed, and you want it to remain installed, do not make any changes to that component's **Install State**.

9. By default, all features are selected to be installed on the local hard drive. Click on the icon next to each feature and set its installation status so that only those features that you want to install are selected.
10. Click **Next**. The **Ready to Install the Program** panel opens.



11. Click **Install** to begin the installation process. When installation is complete, the **Completed** panel opens, and you are prompted to register this product on the AdminStudio Web site.

Chapter 3: Installing AdminStudio Client Tools

Installing Configuration Manager Web Console and Predeployment Test Web Components

12. Proceed with one of the following:

- [Activating AdminStudio Upon Initial Startup](#)
- [Evaluating AdminStudio Enterprise Edition Client Tools](#)



Important • To ensure the proper functioning of the Configuration Manager Web Console and Predeployment Test Results Web sites, you must open the HTTP Port 80 in the Windows Firewall settings on the machine that will be hosting these Web sites. See [Open Port 80 in the Windows Firewall Settings](#).

Installing Configuration Manager Web Console and Predeployment Test Web Components

The Configuration Manager Web Console and Predeployment Test Web components are web-based components included with AdminStudio Professional and Enterprise Editions. You can install these features as part of the client tools installation, by selecting **Complete** on the **Setup Type** panel of the Installation Wizard, or you can choose to install them at a later time or on another machine by using the **Custom** option on the **Setup Type** panel.

Installing Web Tools Separately from the Client Tools

To install the Configuration Manager Web Console and Predeployment Test Web components separately from the client tools installation, perform the following steps:



Task: *To install the Configuration Manager Web Console and Predeployment Test Web components separately:*

1. Make sure that IIS is installed on the machine you are going to install Configuration Manager Web Console and Predeployment Test Web components on. For information on how to install IIS, see [Installing Internet Information Services \(IIS\)](#).
2. Launch the AdminStudio installation program. The **Welcome Panel** opens.

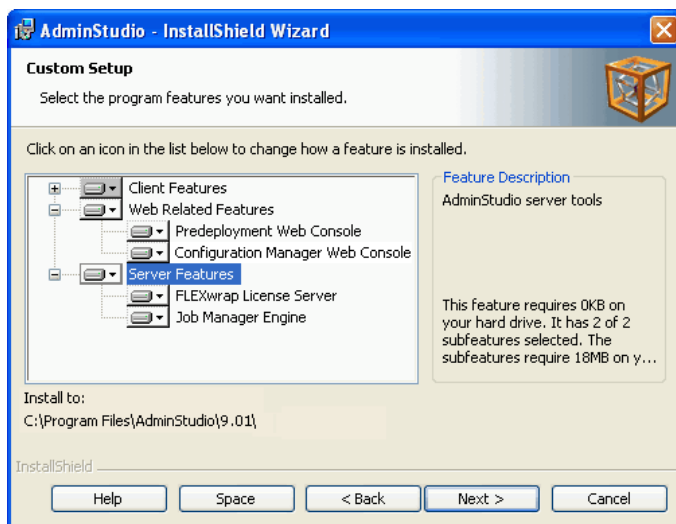
3. Proceed through the installation as described in [Installing the AdminStudio Client Tools](#) until you get to the **Setup Type** panel.



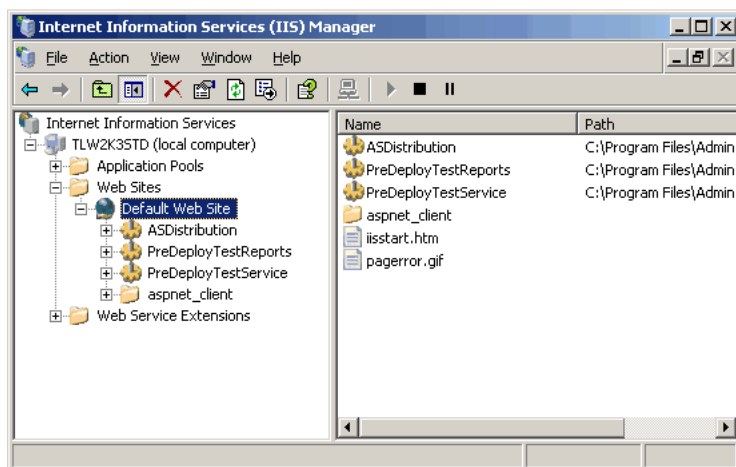
4. Select **Custom** and click **Next**. The **Custom Setup** panel opens.
5. Open the **Web-Related Features** group and set both **Configuration Manager Web Console** and **Predeployment Web Console** to **This feature will be installed on local hard drive**.
6. Do one of the following:
 - **Installing on a machine that does not have any AdminStudio components**—If the machine you are installing on does not have any AdminStudio components installed, and if **Configuration Manager Web Console** and **Predeployment Web Console** are the only AdminStudio features that you want to install, set the **Client Features** and **Server Features** groups to **This feature will not be available**.
 - **Installing on a machine that already has AdminStudio components**—If the machine already has AdminStudio components installed, leave the settings of the **Client Features** and **Server Features** groups unchanged.

Chapter 3: Installing AdminStudio Client Tools

Installing Configuration Manager Web Console and Predeployment Test Web Components



7. Click **Next**. The **Ready to Install the Program** panel opens.
8. Click **Install** to begin the installation process.
9. When installation is complete, you will be prompted to restart the machine.
10. After the machine restarts, open **IIS Manager**.
11. To confirm that the files were installed properly, expand the **Web Sites** directory. There will be three web sites listed: **ASDistribution**, **PreDeployTestReports**, and **PreDeployTestService**:



12. Write down the IP address of the machine.



Note • To find out what a machine's IP address is, open the **Command Prompt** (by selecting a shortcut in the **Accessories** folder on the **Start** menu) and type `ipconfig` at the prompt. The IP address of that machine is listed on the **IP Address** line.

Configuring Configuration Manager Web Console and Predeployment Test Results Web Site

To configure the Configuration Manager Web Console and Predeployment Test Results Web site, perform the following:

- [Open Port 80 in the Windows Firewall Settings](#)
- [Verification of the Installed Components](#)

Open Port 80 in the Windows Firewall Settings

On operating systems that have an active firewall, Port 80 may be blocked by default. This causes problems with the Configuration Manager Web Console and Predeployment Test Results Web sites, blocking users from opening these Web sites or posting results.

To ensure the proper functioning of the Configuration Manager Web Console and Predeployment Test Results Web sites, you must open the HTTP Port 80 in the Windows Firewall settings on the machine that will be hosting these Web sites.

Verification of the Installed Components

To confirm that these components are working properly, you need to enter the URL of the installed components and then check to make sure that they launch properly.

- [Verify Configuration Manager Web Console](#)
- [Verify Predeployment Test Results Web Site](#)

Verify Configuration Manager Web Console

If you installed Configuration Manager Web Console on a different machine than the AdminStudio client tools, perform the following steps:



Task: *To verify the installation of Configuration Manager Web Console:*

1. On the machine where you installed the AdminStudio client tools, select **Options** on the **Tools** menu to open the **Options** dialog box.
2. Open the **Locations** tab.

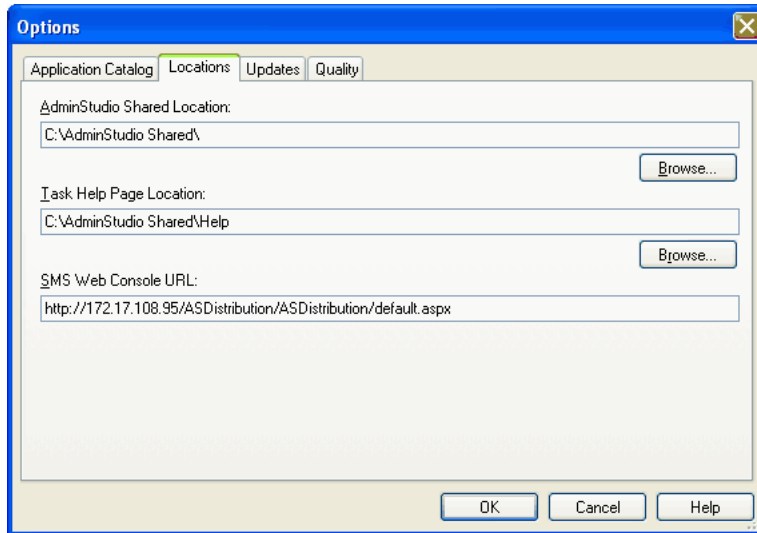
Chapter 3: Installing AdminStudio Client Tools

Installing Configuration Manager Web Console and Predeployment Test Web Components

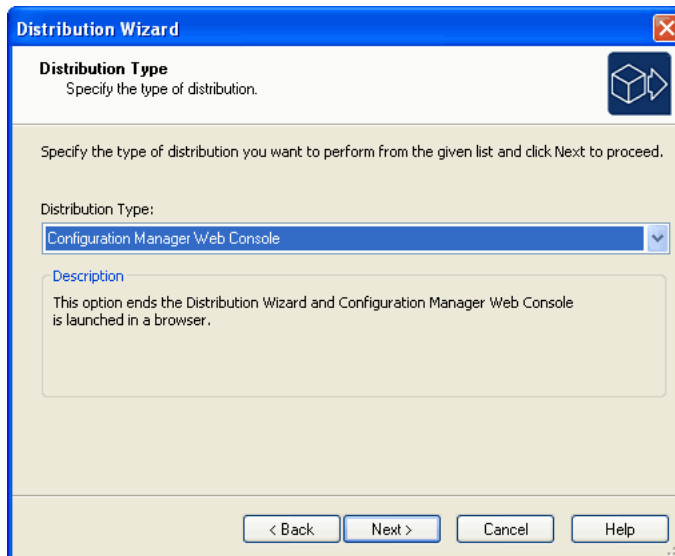
3. To configure Configuration Manager Web Console to with this machine, enter the following in the **Configuration Manager Web Console URL** field:

http://IPADDRESS/ASDistribution/ASDistribution/default.aspx

where IPADDRESS is the IP Address of the machine where you installed Configuration Manager Web Console.



4. Click **OK** to exit the **Options** dialog box.
5. Open the Distribution Wizard. The **Welcome Panel** of the Distribution Wizard opens.
6. Click **Next**. The **Distribution Type Panel** opens.



7. From the **Distribution Type** list, select **Configuration Manager Web Console** and click **Next**.
8. Verify that the Configuration Manager Web Console Web site opens.

Verify Predeployment Test Results Web Site

If you installed the Predeployment Test Results Web site on a different machine than the AdminStudio client tools, perform the following steps:



Task: *To verify the installation of the Predeployment Test Results Web site:*

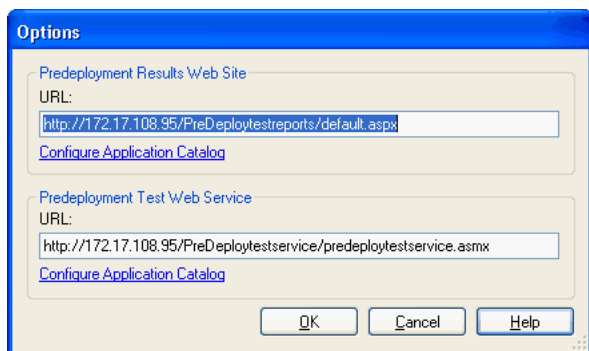
1. Open the Predeployment Test Tool, and select **Options** from the **Tools** menu.
2. In the **Predeployment Results Web Site URL** field, enter:

`http://IPADDRESS/PreDeployTestReports/default.aspx`

In the **Predeployment Test Web Service URL** field, enter:

`http://IPADDRESS/PreDeployTestService/predeploytestservice.aspx`

where IPADDRESS is the IP Address of the machine where you installed Predeployment Test Results Web site.



3. Click **OK** to close the **Options** dialog box.
4. On the Predeployment Test **Home** page, click **View Predeployment Test Results** and confirm that the site launches properly.

Upgrading an Existing Application Catalog to AdminStudio 10.x

When you attempt to open an AdminStudio 5.x to 8.x SQL Server Application Catalog in the AdminStudio 10.0 client tools interface, you are prompted to upgrade the Application Catalog to use the AdminStudio 10.x schema.



Important • Microsoft Access databases are not supported in AdminStudio 8.x and later.



Important • Oracle databases are not supported in AdminStudio 9.01 and later.

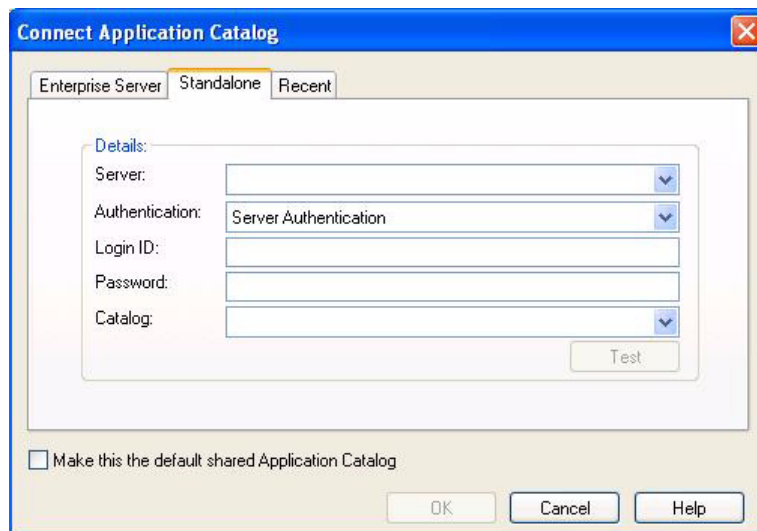


Note • The upgrade of AdminStudio 3.0, 3.01, and 3.5 databases is not supported by AdminStudio 7.0 or later. However, you can use a standalone utility that was included with AdminStudio 7.0 and 7.5 to manually upgrade them. See [Upgrading Pre-AdminStudio 5.0 Application Catalogs](#).



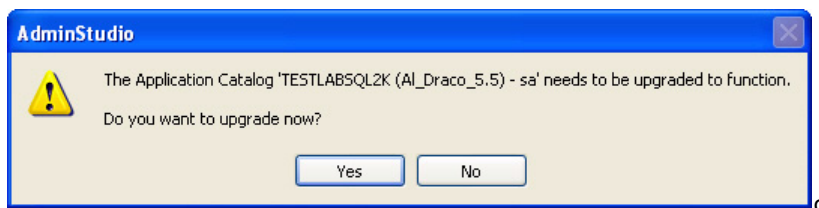
Task: To upgrade an AdminStudio 5.x to 8.x Application Catalog to use the 10.x schema:

1. Install the AdminStudio 10.0 client tools, as described in [Installing the AdminStudio Client Tools](#).
2. Launch AdminStudio 10.0. The **Select Application Catalog** dialog box opens, displaying three tabs: **Enterprise Server**, **Standalone**, and **Recent**.

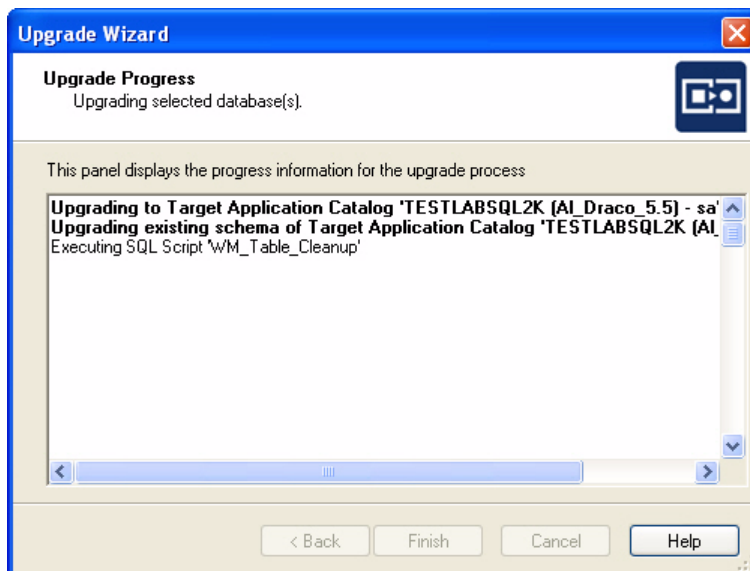


3. Click the **Standalone** tab. The **Standalone** tab opens, prompting you to enter database connection information.

4. If you want this Application Catalog to be the default shared Application Catalog used in your organization, select the corresponding option at the bottom of the dialog box.
5. Select the **Server** where the Application Catalog is stored.
6. Specify how the database server should verify the authenticity of the login—either using **Windows Authentication** or **Server Authentication**. If you selected **Server Authentication**, enter the appropriate **Login ID** and **Password**.
7. In the **Catalog** box, enter the name of the Application Catalog you want to open.
8. Click **Test** to test the connection to the database.
9. Click **OK**. A message opens prompting you to upgrade this database:



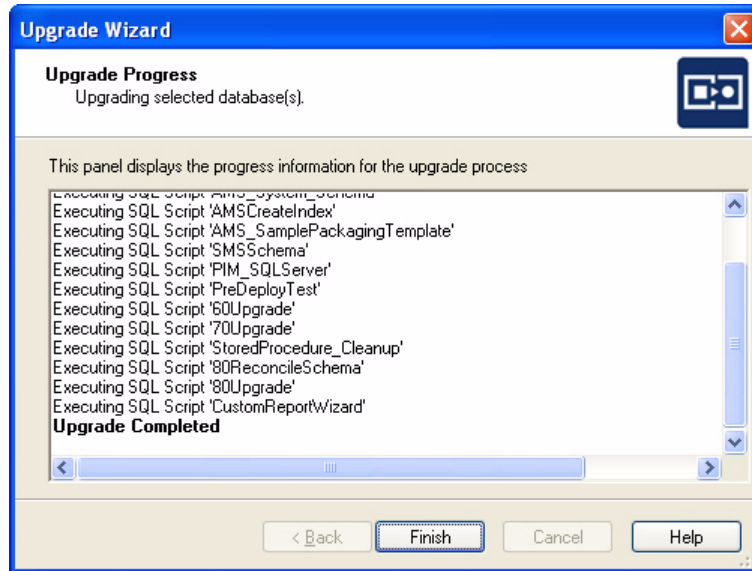
10. Click **Yes**. The **Welcome** panel of the Upgrade Wizard opens.
11. Click **Next**. The **Upgrade Progress** panel opens and the upgrade begins.



Chapter 3: Installing AdminStudio Client Tools

Upgrading an Existing Application Catalog to AdminStudio 10.x

When the upgrade is complete, the message **Upgrade Completed** is listed, and the **Finish** button is enabled.



12. Click **Finish**. The upgrade is now complete and all of your Application Catalog data has been preserved.



Note • When an SQL Server Application Catalog database is upgraded, the old tables are not dropped from the Application Catalog.

Upgrading Pre-AdminStudio 5.0 Application Catalogs

Pre-AdminStudio 5.0 Application Catalogs cannot be upgraded automatically by AdminStudio 7.0 or later. However, you can upgrade them using the Legacy Upgrade Wizard, a standalone utility that was included with AdminStudio 7.0 and 7.5. The Legacy Upgrade Wizard utility is installed in the following directory:

C:\Program Files\InstallShield\AdminStudio\7.x\Common\LegacyUpgradewizard.exe

If you do not have a copy of AdminStudio 7.0 or 7.5 available to you, contact AdminStudio Technical Support.

Activating Your Product

AdminStudio product activation requires you to obtain a valid serial number for one of the Editions of AdminStudio, and, in some cases, to register that serial number on the AdminStudio Web site. This chapter includes the following topics to assist you with activating your product:

- [About Activation](#)
- [Activating AdminStudio Upon Initial Startup](#)
- [Activation Troubleshooting](#)



Note • You can also choose to evaluate the AdminStudio Enterprise Edition client tools for 21 days without obtaining a serial number. See [Evaluating AdminStudio](#) for more information.

About Activation

AdminStudio product activation requires you to obtain a valid serial number for one of the Editions of AdminStudio, and, in some cases, to register that serial number on the AdminStudio Web site.

- [About Serial Numbers](#)
- [About Registration](#)

When you launch AdminStudio or one of its tools for the first time, you are notified that you are using a time-limited trial version, and you are given the opportunity to evaluate the product or to activate it by entering a valid Serial Number for an AdminStudio Edition.

- **You have purchased AdminStudio**—If you have purchased AdminStudio and have received a serial number (for the Standard, Professional, or Enterprise Edition), select **Activate or Purchase AdminStudio** and click **Next**. See [Activating AdminStudio Upon Initial Startup](#).

- **You want to evaluate AdminStudio**—If you have not yet purchased AdminStudio, but want to evaluate it for 21 days, select **Continue to Evaluate AdminStudio** and click **Next** (or just wait ten seconds). The product will launch. See [Evaluating AdminStudio](#) for more information.



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](#).

About Serial Numbers

After you purchase AdminStudio, the way you obtain a serial number depends upon whether you downloaded the application software or whether you obtained a physical copy of the application software on a DVD:

- **Downloaded**—If you purchased and downloaded your software from the Flexera Software Web site, you should have received your serial number via email.
- **Physical Media**—If you purchased a physical copy of the software from Flexera Software or a reseller, your serial number is located on the adhesive label on the back of your product CD case.

If you cannot find your serial number, call your AdminStudio customer service representative.

About Registration

Whether or not you need to register your serial number to activate your product depends upon whether you purchased the software directly from Flexera Software, or have purchased it from a reseller:

- **If you have purchased your software directly from Flexera Software**, you do not need to register your serial number to activate your product. When you launch AdminStudio for the first time and enter your serial number, your product is activated via the Internet (online activation).
- **If you purchased your software from a reseller** (not directly from Flexera Software), you must register your serial number before you can activate your product.

Activating AdminStudio Upon Initial Startup

The steps you take to activate AdminStudio the first time you open it depend upon whether you purchased AdminStudio directly from Flexera Software or from a Reseller.

- [Activating AdminStudio Purchased from Flexera Software](#)
- [Activating AdminStudio Purchased from a Reseller](#)

Activating AdminStudio Purchased from Flexera Software

If you purchased AdminStudio directly from Flexera Software and want to activate it upon initial start up, perform the following steps.



Task: *To register and activate AdminStudio:*

1. Locate your serial number:
 - **Downloaded**—If you purchased and downloaded your software from the Flexera Software Web site, you should have received your serial number via email.
 - **Physical Media**—If you purchased a physical copy, your serial number is located on the adhesive label on the back of your product CD case.
2. Launch AdminStudio. A dialog box opens, stating that you are using a time-limited trial version.
3. Select **Activate or Purchase AdminStudio** and click **Next**. You are prompted to **Enter Your Serial Number**.
4. 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.
5. Click **Finish**. AdminStudio will launch.

Your product would then be fully activated and you would be able to use all of the tools that are included in the Edition of AdminStudio that you purchased.



Note • If you do not have a online connection, you can activate your product via email. See [Email Activation](#).



Note • For information on how to configure AdminStudio to get license information from a FLEXnet license server, see the [FLEXnet License Server for AdminStudio Installation Guide](#).

Activating AdminStudio Purchased from a Reseller

If you purchased AdminStudio from a reseller and want to activate it upon initial start up, perform the following steps.



Task: *To register and activate AdminStudio:*

1. Locate the serial number that came with your software, which is located on the adhesive label on the back of your product CD case.
2. Open the Flexera Software [Registration Page](http://shop.flexerasoftware.com/registration/serials.aspx) at the following address:
<http://shop.flexerasoftware.com/registration/serials.aspx>
The Flexera Software Registration/Activation Page opens.
3. Enter your Product serial number in the **Serial Number** field and click **Continue to Next Step**.



Note • *Serial numbers are CASE sensitive and do not require dashes.*

4. Enter the requested information until the Registration process is complete.
5. Launch AdminStudio. A dialog box opens, stating that you are using a time-limited trial version
6. Select **Activate or Purchase AdminStudio** and click **Next**. You are prompted to **Enter Your Serial Number**.
7. Enter the same serial number that you entered on the AdminStudio Registration page and click **Verify**. First, a message appears stating that the serial number is being verified, and then the message [Verification Complete](#) appears.
8. Click **Finish**. AdminStudio will launch.

Your product would then be fully activated and you would be able to use all of the tools that are included in the Edition of AdminStudio that you purchased.



Note • *If you do not have a online connection, you can activate your product via email. See [Email Activation](#).*

Activation Troubleshooting

AdminStudio is protected by our 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 an 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](#)
- [Activating Through 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:

- **Are you registered?** If you have purchased your software through a reseller, registration of your serial number is required before activation can take place. See [About Registration](#)
- **Disable any firewalls or proxy settings.** Certain firewall and proxy configurations can prevent the Activation Service from communicating with the Flexera Software-hosted activation 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 [Activating Through 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 recommend 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.

Activating Through Email

If you do not have an Internet connection or if you are having problems completing the online activation process, the activation wizard gives you the option of performing offline activation through email.



Task: *To activate AdminStudio through 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 verification** button. The **Offline Verification** dialog 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 verification 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 verification process, launch AdminStudio to open the verification wizard.
5. Proceed to the **Offline Verification** dialog box, which has a **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 Verification** dialog box, click the **Load** button, and then select the `License.response` file.

7. Click the **Activate** button. The activation wizard activates 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: `XXXXXX-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.

Chapter 4: Activating Your Product

Activation Troubleshooting

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 at (800) 809-5659 to have them authorize a new activation.*

Upgrading Your Product Edition

If you originally purchased AdminStudio Standard or Professional Edition, or if you are using a Limited Edition, and want to upgrade to a higher 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.



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.

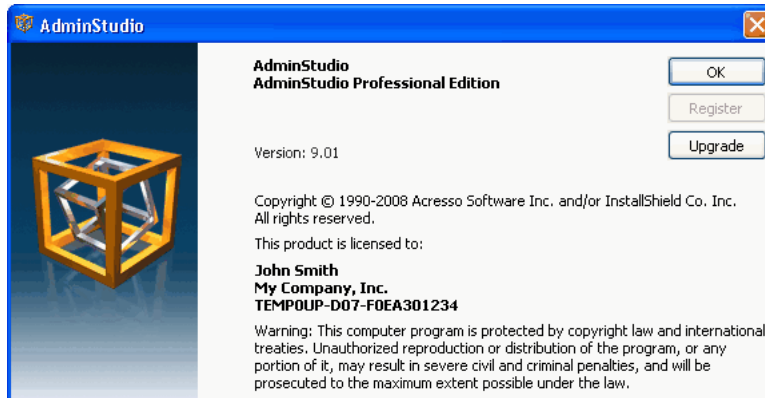
To upgrade your product edition, perform the following steps:



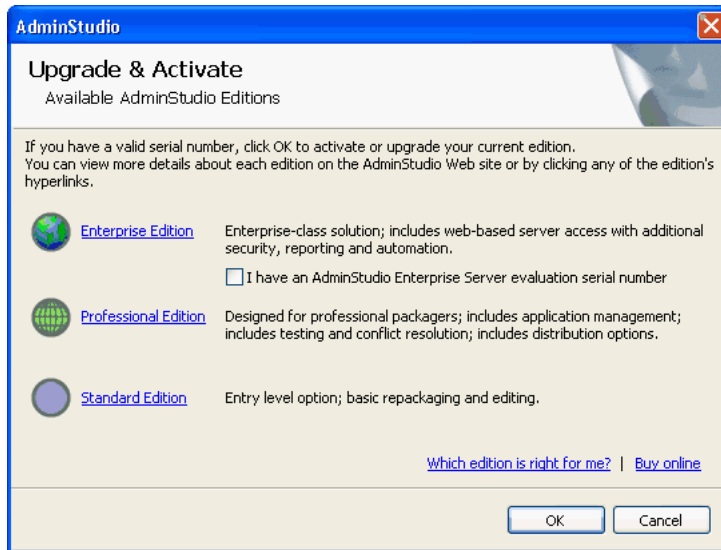
Task: *To upgrade your AdminStudio Edition:*

1. Contact an AdminStudio Sales Representative and purchase a serial number for the Edition that you want to upgrade to.
2. Launch AdminStudio.

3. On the **Help** menu, click **About AdminStudio**. The **About AdminStudio** dialog box opens.



4. Click the **Upgrade** button. The **Upgrade & 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.

Evaluating AdminStudio

If you want to try out AdminStudio prior to making your purchasing decision, you can evaluate it for 21 days. In evaluation mode, you have the functionality of the AdminStudio Enterprise Edition client tools available to you. If you want to evaluate the AdminStudio Enterprise Server Web tools, you can contact AdminStudio Sales to obtain a special evaluation serial number.

- [Evaluating AdminStudio Enterprise Edition Client Tools](#)
 - [Evaluating AdminStudio's Microsoft App-V Support](#)
 - [Evaluating the Automated Application Converter "Multiple Application" Option](#)
- [Evaluating the AdminStudio Enterprise Server Web Tools](#)
- [Activating AdminStudio After Evaluation Period](#)

Evaluating AdminStudio Enterprise Edition Client Tools

If you have not purchased a license for AdminStudio, you can still install AdminStudio and use it for a limited number of days without performing serial number verification. When you run AdminStudio in this trial mode, all of its features are fully available. The dialog box that AdminStudio displays whenever you launch AdminStudio in trial mode shows you how many days are left in your trial period.

If you do not verify AdminStudio within the trial period, AdminStudio will stop working when the trial period has ended. You can perform serial number verification at any time before or after the trial period has ended.

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



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

1. Install AdminStudio.
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 **Continue to Evaluate AdminStudio** 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.
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**.
5. When the evaluation period expires, you could then activate AdminStudio by following the steps in [Activating AdminStudio After Evaluation Period](#).



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](#).

Evaluating AdminStudio’s Microsoft App-V Support

In AdminStudio 9.01, the AdminStudio Virtualization Pack now supports the Microsoft Application Virtualization (App-V) virtual application format. 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:

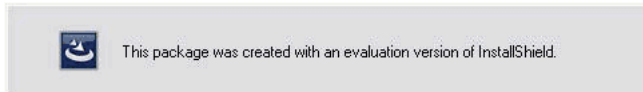


Figure 6-1: Evaluation Version Message

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

Evaluating the Automated Application Converter “Multiple Application” Option

The Multiple Application option of Automated Application Converter is only available when purchased on the AdminStudio “Per Desktop” licensing model.



Note • If you purchase Automated Application Converter on the “Per Admin” licensing model, you will only be able to convert one package at a time, using one virtual machine.

When using an evaluation version of AdminStudio, you will be able to use the Multiple Application option to convert a directory full of Windows Installer packages into individual virtual packages, but the conversion will be limited to three packages per run, using only one virtual machine. Therefore, only the first three packages that Automated Application Converter encounters will be converted to virtual applications.

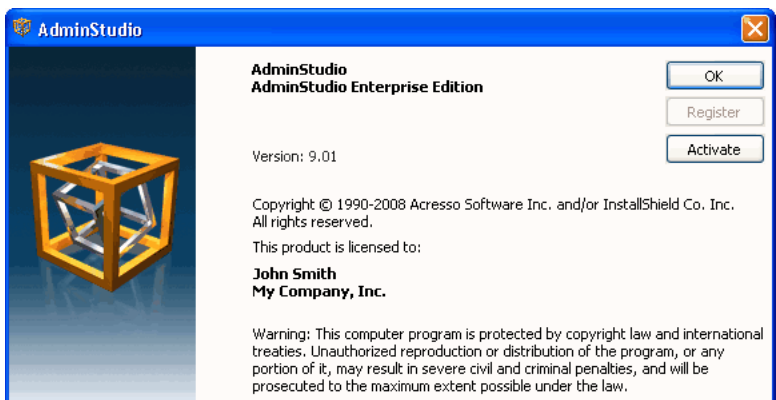
Evaluating the AdminStudio Enterprise Server Web Tools

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.

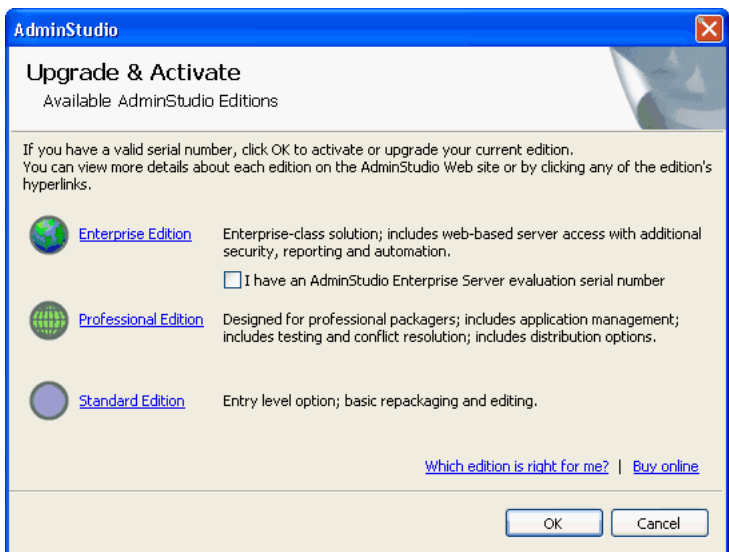


Task: *To evaluate the AdminStudio Enterprise Server Web tools:*

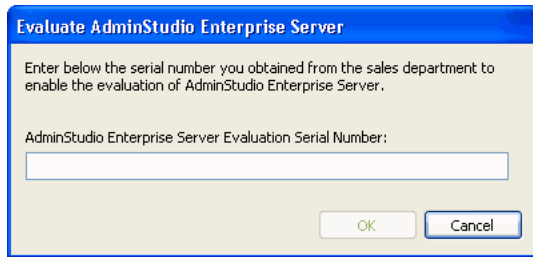
1. Follow the steps in [Evaluating AdminStudio Enterprise Edition Client Tools](#).
2. Contact an AdminStudio Sales Representative and obtain an AdminStudio 10.0 Enterprise Server Evaluation Serial Number.
3. Open the AdminStudio interface and select **About AdminStudio** from the **Help** menu.



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



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 AdminStudio Downloads site.

Activating AdminStudio After Evaluation Period

If you chose the evaluation option when you opened AdminStudio for the first time and now you want to purchase an AdminStudio Edition and activate it, perform the following steps.



Task: *Activating AdminStudio after using it in Evaluation mode:*

1. Contact AdminStudio Sales and purchase a Serial Number for an Edition of AdminStudio.
2. Launch AdminStudio. A dialog box opens, stating that you are using a time-limited trial version and listing the number of days left in your trial period.
3. Select **Activate or Purchase AdminStudio** and click **Next**. You are prompted to **Enter Your Serial Number**.
4. 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.
5. Click **Finish**. AdminStudio will launch.

Your product would then be fully activated and you would be able to use all of the tools that are included in the Edition of AdminStudio that you purchased.



Note • If you do not have a online connection, you can activate your product via email. See [Activating Through Email](#).

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