### **Installation Guide**

Wyse Device Manager™ Release 4.9

Issue: 021512 PN: 883886-01 Rev. M



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### Contents

#### 1 Introduction 1

About this Guide 2 Finding the Information You Need in this Guide 2 Wyse Technical Support 2 Related Documentation and Services 2 Wyse Online Community 2

#### 2 Preparing for Installation 3

Pre-Installation Checklist 3
Hardware Requirements 6
Software Requirements 6
Communication Port Requirements 7
Upgrading Requirements 8
Requirements for Managing ThreadX Devices 9
Creating a DNS Service Location (SRV) Resource Record for Wyse ThreadX Devices 9

#### 3 Installing or Upgrading WDM Workgroup Edition 11

Installing or Upgrading Procedures (WDM Workgroup Edition) 12

#### 4 Installing or Upgrading WDM Enterprise Edition 15

About Evaluation Licensing 16 Installing or Upgrading Procedures (WDM Enterprise Edition) 16 Detailed Custom Installation and Upgrade Instructions 19 WDM Database Installation Tips You Need to Know 20 Software Repository Installation Tips You Need to Know 22 Administrator Console Installation Tips You Need to Know 24

#### A Activating Your Sales Key 25

#### B Uninstalling WDM 27

#### C Reference and Troubleshooting: FTP, IIS, and Firewall Information 29

How the WDM Installer Installs and Configures FTP 30
Installing and Configuring FTP on Windows Server 2003 30
Installing and Configuring FTP on Windows Server 2008 R2 36
Installing and Configuring FTP on Windows Server 2008 R2 36
Installing and Configuring FTP on Windows 7 39
How the WDM Installer Installs and Configures IIS 42
Installing and Configuring IIS 6.0 on Windows Server 2003 42
Installing and Configuring WebDAV on Windows Server 2003 42
Installing IIS 7.0 on Windows Server 2008 46
Installing WebDAV Extension for IIS 7.0 47
Configuring the Web.config File 48

Installing IIS 7.5 on Windows Server 2008 R2 49 Installing IIS 7.5 on Windows 7 52 Using Windows Firewall with WDM 55

#### Tables 57

## Introduction

Wyse Device Manager<sup>™</sup> (WDM) software is the premier enterprise solution for managing network intelligent devices simply, remotely, and securely. It enables IT professionals to easily organize, upgrade, control, and support thousands of devices running Microsoft Windows XP Embedded, Microsoft Windows CE, Wyse Enhanced Microsoft Windows Embedded Standard, Wyse Enhanced Microsoft Windows Embedded Standard 7, Wyse Enhanced SUSE Linux Enterprise, Wyse ThinOS, Wyse Xenith, or ThreadX across any LAN, WAN, or wireless network.

WDM software uses industry standard communication protocols and a component-based architecture to efficiently manage your network devices. Its intuitive, simple, and powerful user interface is built to operate as a standard snap-in to the Microsoft Management Console (MMC). From one simple to use console, WDM allows you to manage all of your network devices easily and quickly.

#### About this Guide

This guide provides the step-by-step instructions you need to install and configure a WDM environment. It also includes the requirements you must address before you begin the installation procedures.

This guide is intended for experienced network administrators and Information Technology professionals who have installed and configured Windows operating systems and applications.

#### Finding the Information You Need in this Guide

You can use either the Search window or Find toolbar to locate a word, series of words, or partial word in an active PDF document. For detailed information on using these features, refer to the Help in your PDF reader.

#### **Wyse Technical Support**

To access Wyse technical resources, visit <u>http://www.wyse.com/support</u>. If you still have questions, you can submit your questions using the Wyse Self-Service Center at <u>http://support.wyse.com/selfservice.html</u> or call Customer Support at 1-800-800-WYSE (toll free in U.S. and Canada). Hours of operation are from 6:00 A.M. to 5:00 P.M. Pacific Time, Monday through Friday.

To access international support, visit <u>http://www.wyse.com/global</u>.

#### **Related Documentation and Services**

Wyse Device Manager features can found in the Wyse Device Manager Datasheet. It is available on the Wyse Web site at: http://www.wyse.com/products/software/devicemanager/index.asp.

Administrators Guide: Wyse Device Manager<sup>™</sup> is intended for administrators of the WDM system. It provides information and detailed system configurations to help you design and manage a WDM environment.

Wyse Cloud Software is available on the Wyse Web site at: <a href="http://www.wyse.com/products/software">http://www.wyse.com/products/software</a>.

#### Wyse Online Community

Wyse maintains an online community where users of our products can seek and exchange information on user forums. Visit the Wyse Online Community forums at: <a href="http://community.wyse.com/forum">http://community.wyse.com/forum</a>.

## 2

## **Preparing for Installation**

This chapter contains the pre-installation requirements you must complete to prepare the environment for WDM installation and configuration. After you have completed all pre-installation requirements, you can continue with the installation/upgrade you want ("Installing or Upgrading WDM Workgroup Edition" or "Installing or Upgrading WDM Enterprise Edition").

#### **Pre-Installation Checklist**

Before you begin installing WDM, be sure you have met the following requirements:

- Obtain and configure all hardware and software, as necessary (see "Hardware Requirements" and "Software Requirements"). CAUTION: It is highly recommended that you *do not* install WDM on any server which is currently dedicated to other tasks (such as a Domain Controller, Backup Controller, Mail Server, Production Web Server, DHCP Server, MSMQ Server, Application Server, and so on). It is highly recommended that WDM be installed on a server that is dedicated to WDM services.
- Install a supported operating system on the machine to which WDM will be installed. Be sure that all systems are up-to-date with current Microsoft service packs, patches, and updates (see "Software Requirements").
- Install Microsoft Internet Explorer (IE) 6.0 or later on all machines.
- Use of the built-in HTML help files requires Java to be installed on all machines to which you install the WDM Administrators Console (MMC Snap-in). Visit <u>http://www.java.com</u> and install the latest Java/JRE version for your operating system).
- If you will be running IIS 7.0 on Windows Server 2008 SP1 or IIS 7.5 on either Windows Server 2008 R2 or Windows 7, be sure to update the HAgent on your devices as follows to ensure your devices are discovered by WDM (otherwise, IIS limitations may prevent discovery):
  - Devices running CE .NET require HAgent v4.7.1.2
  - ThreadX (P20) devices require v3.5 (firmware version)
  - Devices running Linux v6 require HAgent v4.2.0-2.0
  - Devices running Wyse Enhanced SUSE Linux require HAgent v4.3.94-00.04
     CAUTION: Upgrading WDM Agents is supported on SUSE Linux Enterprise
     Desktop 11 and 11 SP1; it is *not* supported on SUSE Linux Enterprise Desktop 10.
  - Devices running Wyse Enhanced Ubuntu Linux require HAgent v4.3.90
  - Devices running WES 2009 require HAgent v5.1.2.4
  - Devices running WES 7 require HAgent v6.0.0.24 or later
  - Devices running Wyse ThinOS require v7.0\_213 or later (firmware version)
  - Devices running XPe require HAgent v5.1.2.4
- Ensure that no other applications requiring IIS are running on the machine to which WDM will be installed.
- Ensure that all required communications ports are available and open for proper communication between servers, routers, and switches (see "Communication Port Requirements").

- WDM requires Microsoft Data Access Components (MDAC) version 2.8. WDM installs MDAC 2.8 if it is not already present on the server.
- Ensure you have access to your operating system CD-ROM and your Microsoft Windows system files for use during your installation. **NOTE:** During WDM installation WDM checks the system to determine if all required software is present. If required software is not present, WDM indicates which software is missing. Some required third-party software is included with the WDM software, while other software is available from your operating system CD-ROM or from the network location for your Microsoft Windows system files (usually the i386 folder).
- WDM Workgroup Edition Only:
  - You do not need to obtain special licenses to install WDM (you will use the WDM *Workgroup Sales Key* that appears by default in the *InstallShield Wizard*).
  - Ensure your FTP service is running (see also "How the WDM Installer Installs and Configures FTP"). Note that you can ignore all HTTP/HTTPS information in this guide, as you must use FTP.
  - Ignore all WebDAV for Microsoft Windows information in this guide (you do not need WebDAV for Microsoft Windows).
  - Ignore all custom SQL Server information in this guide (you must use Microsoft SQL Server 2008 R2 Express (32-bit) which WDM installs by default).
- WDM Enterprise Edition Only:
  - Ensure you obtain (from Wyse) and have access to your WDM *Enterprise Sales Key* or *Enterprise Evaluation License Key* for use during your installation (after purchase, you should have received an email from Wyse or your reseller with full instructions on registering and generating your WDM *Enterprise Sales Key*; if you did not receive this email, contact your reseller).
  - WDM requires a supported SQL Server as described in "Software Requirements." WDM provides (and installs) Microsoft SQL Server 2008 R2 Express (32-bit) as the default option, however, you can choose to use another supported SQL Server. To use another supported SQL Server, you must perform a *Custom* installation (see "Installing or Upgrading Procedures (WDM Enterprise Edition)").
  - If you plan to install and configure WDM components on multiple machines (*Custom* installation), you will repeat some of the installation and configuration procedures in this guide. Likewise, you must also complete the pre-installation requirements for each related machine you intend to use.
  - If you plan to use FTP, ensure your FTP service is running (see also "How the WDM Installer Installs and Configures FTP"). CAUTION: If you intend to use the firmware upgrade feature for Wyse ThreadX devices, FTP must be configured.
  - If you plan to use HTTP or HTTPS for your server communications, you *must* perform a custom installation (see "Detailed Custom Installation and Upgrade Instructions"). In addition the WDM installer will install WebDAV for Microsoft Windows on IIS and use the HTTP or HTTPS ports (as described in "Communication Port Requirements").

#### **Caution**

(*Installations on Windows Server 2008 Only*) - During the installation, if you are prompted to download and install the WebDAV Extension for IIS 7.0, simply follow the instructions (see also "Installing WebDAV Extension for IIS 7.0").

 If you plan to use Wyse ThreadX devices, you must create and configure a DNS Service Location (SRV) resource record as described in "Requirements for Managing ThreadX Devices."

- Upgrading Current WDM Installations Only:
  - Planning for Upgrading WDM 4.9 supports direct upgrades from WDM version 4.8.0 or 4.8.5. If you are running WDM version 4.7.0 or 4.7.1, you must first upgrade to 4.7.2, and then upgrade to 4.8.5 before upgrading to 4.9. CAUTION: Upgrading from WDM 4.7.2 to 4.8.5 is supported if the following hotfixes are installed in the following order *prior* to installing WDM 4.8.5: HF04072025609 and then HF04072036209.
  - WDM 4.7.2 Installations Planning for V90L, V90LE, or V90LEW Devices Using Non-PXE Imaging - If you have an existing WDM 4.7.2 installation containing V90L, V90LE, or V90LEW devices, and you want to continue using Non-PXE imaging in WDM 4.9, be aware of the following requirements *before* upgrading to WDM 4.9 (CAUTION: If you have devices running earlier builds than those described below, you must re-image the devices with the latest firmware *before* you upgrade to WDM 4.9):
    - If you have V90L and V90LE devices running XPE build 673 or later, you must first upgrade your devices using the following package (obtained from Wyse) before upgrading to WDM 4.9: MerlinBootAgentUpgradeXPE\_VLE.zip
    - If you have V90LEW devices running WES build 688 or later, you must *first* upgrade your devices using the following package (obtained from Wyse) *before* upgrading to WDM v4.9: *MerlinBootAgentUpgradeWES\_VLE.zip*

#### **Hardware Requirements**

Depending on your operating system, be sure the machine(s) to which you will install WDM meets or exceeds the minimum system requirements shown in Table 1 for 32-bit operating systems or in Table 2 for 64-bit operating systems (as these are general guidelines, be sure to refer to your operating system documentation for details on hardware requirements).

**IMPORTANT**: The actual free space required depends on the number and size of the packages you register, as well as the number of devices you will be managing (the WDM Database size). The minimum free space shown assumes the WDM Database and packages require that amount of space.

Table 1 Server Hardware Requirements for 32-bit OS

Category	Minimum Requirements	Recommended
CPU	1GHz Intel or AMD X86	2.4 GHz Dual Core Intel or AMD X86
RAM	2 GB	4 GB
Minimum Free Space	4 GB	20 GB

#### Table 2 Server Hardware Requirements for 64-bit OS

Category	Minimum Requirements	Recommended
CPU	1GHz Intel or AMD X86	2.4 GHz Dual Core Intel or AMD X86
RAM	4 GB	8 GB
Minimum Free Space	8 GB	40 GB

#### **Software Requirements**

WDM 4.9 supports the English versions of software shown in Table 3. Installing the latest version of each software package is highly recommended.

#### Table 3 Server Software Requirements

Component	Software Requirements
Operating System	Windows Server 2003 (Standard or Enterprise) R2 SP2 (32-bit), Windows Server 2008 (Standard or Enterprise) SP1 (32-bit), Windows Server 2008 (Standard or Enterprise) R2 (64-bit), Windows Server 2008 (Enterprise) SP2 (32-bit or 64-bit), Windows Server 2008 (Enterprise) R2 SP1 (64-bit), or Windows 7 (Enterprise) SP1 (32-bit or 64-bit)
Database Server	Microsoft SQL Server 2005, 2005 Express, 2008, 2008 Express, or 2008 R2 Express (32-bit)

By default, WDM installs Microsoft SQL Server 2008 R2 Express (32-bit). To use an SQL Server Personal Edition, SQL Server Developer Edition, or another supported SQL Server, you must perform a custom installation (see "Installing or Upgrading Procedures (WDM Enterprise Edition)").

#### **Communication Port Requirements**

To perform their full range of management functions, WDM software components require certain ports to remain open on your servers, routers, and switches.

For example, WDM relies on the HTTP/HTTPS communications port designated by your Web service (such as Microsoft Internet Information Service) for push operations (push refers to operations initiated by WDM and sent/pushed to devices). Push operations include:

- Issuing quick device commands (such as Refresh Device Information, Reboot, Change Device or Network Information, Get Device Configuration, and so on)
- Distributing packages at a specific time (either immediately or at a specific date and time)

Typically, port 80 is designated as the HTTP port and port 443 is designated as the HTTPS port. However, if port 80 (or the designated HTTP port), or port 443 (or the designated HTTPS port) is closed, WDM will be unable to push updates or quick commands to devices.

Table 4 lists the ports WDM uses and describes the respective communication protocols and their function (ensure that these ports are open for proper communication between servers).

WDM Component	Protocol	Port	Function
GUI	HTTP	80 280	Communicate with the Web Service and Standard Service.
	FTP	21	Register new packages into the Master Software Repository.
	OLE DB	1433 (default) Can be configured during installation	Communicate with the WDM Database.
	VNC	5800 5900	Remote shadows devices.
Web Service	HTTP	80 280	Communicate with the Web Agent, GUI, and Standard Service.
	HTTPS	443 8443	Secure Communication with the Web Agent, GUI, and Standard Service
	OLE DB	1433 (default) Can be configured during installation	Communicate with the WDM Database.
Web Agent	HTTP	80 280	Communicate with the Web Service.
	FTP	21	Read and write files to the Master and Remote Software Repositories.

#### Table 4 Communication Ports

WDM Component	Protocol	Port	Function
Standard Service	OLE DB	1433 (default) Can be configured during installation	Communicate with the WDM Database.
	HTTP	8008	Communicate with the GUI and Web Service.
Standard Service and PXE	DHCP	67 68 4011	Process UDP requests from PXE-enabled devices to the Standard Service.
	TFTP	69	Download bootable image to enable management processing.
	HTTP	80	Communicate with the Web Service regarding actions and status of current task.
	FTP	21	Download and upload files to the Master and Remote Software Repositories.
Standard Service and legacy support for	UDP	44956 44957	Discover devices (using subnet directed broadcasts) that have older WDM Agents (5.0.0.x and earlier) installed.
older WDM Agents	ТСР	44955	Discover devices using IP Range Walking. Upgrade devices that have an older WDM Agent (5.0.0.x and earlier) installed.
ThreadX Manager Service	TCP	9880 50000	Uses these ports to communicate with ThreadX devices.

#### Table 4 Communication Ports, Continued

#### **Upgrading Requirements**

WDM 4.9 supports direct upgrades from WDM version 4.8.0 or 4.8.5. If you are running WDM version 4.7.0 or 4.7.1, you must first upgrade to 4.7.2, and then upgrade to 4.8.5 *before* upgrading to 4.9.

#### **Caution**

Upgrading from WDM 4.7.2 to 4.8.5 is supported if the following hotfixes are installed in the following order *prior* to installing WDM 4.8.5: HF04072025609 and then HF04072036209.

#### Requirements for Managing ThreadX Devices

ThreadX devices require a DNS Service Location (SRV) resource record to perform the following actions:

- **Partial Check-In (heartbeat)** Where the device performs a heartbeat check-in every 5 minutes (this amount of time is not configurable).
- Firmware Download Completion Status Where firmware upload is initiated by the server and download completion is initiated (made known) by the device using the DNS SRV record.
- Reboot Status This necessary intimation (especially when DHCP lease for an IP has expired and a device receives a fresh IP) enables WDM to keep track of the device even if an IP has changed.

Therefore, it is *highly recommended* to complete the steps in "Creating a DNS Service Location (SRV) Resource Record for Wyse ThreadX Devices."

However, for special cases where a DNS server is unavailable, you can provide a polling mechanism where WDM runs a polling thread to check if the ThreadX devices listed in the Device Manager are up and running. Simply enable the ThreadX device polling feature (Device Configuration > Preferences > Service > Enabling ThreadX Device Polling) and then restart the ThreadX Service. CAUTION: Be aware that this polling thread is *not* equivalent to using a DNS Service Location (SRV) resource record and is a workaround to manage only a *Partial Check-In (heartbeat). Firmware Download Completion Status* and *Reboot Status* are not supported with this method. In addition, as the number of devices increases, the polling thread can become resource intensive and CPU usage can significantly increase.

#### Creating a DNS Service Location (SRV) Resource Record for Wyse ThreadX Devices

If you plan to use Wyse ThreadX devices, you must create and configure a DNS Service Location (SRV) resource record.

Use the following guidelines:

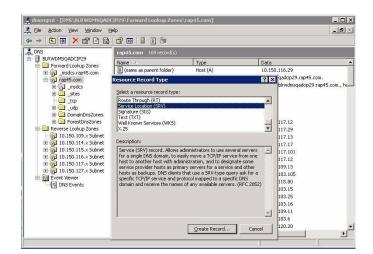
1. Open the DNS management console.

> 🗈 🖬 🗡				
L DNS	P20	rap45.com 169 record(s)	1000	
BLRWDM5QADCI		Name 🕖	Type	Data
B B msdcs.r B B msdcs.r B B msdcs.r B B msdcs.r B B msdcs.r B B msdcs.r B B msdcs.r msdcs.r msdcs.r msdcs.r b msdcs.r msdcs.r b msdcs.r b msd		en tolder)	Host (A) Name Server (NS) Start of Authority (SOA)	10.150.116.29 blrwdmsgadcip29.rap45.com. [2506], blrwdmsgadcip29.rap45.com., hr
Doi     Doi     Por     For     Reverse Lc     Doi     10.150     Doi     10.150	New Mail Excha New Domain New Delegation Other New Reg All Tasks		Host (A) Host (A) Host (A) Host (A)	10.150.117.12 10.150.117.29 10.150.117.13 10.150.117.17
<ul> <li>■ □ 10.150</li> </ul>	 View New <u>W</u> indow fr	om Here 2	Host (A) Host (A) Host (A)	10.150.117.101 10.150.117.12 10.150.109.13
Event View	<u>D</u> elete Refresh Export List	1s 3r2e 1	Host (A) Host (A) Host (A) Host (A)	10.150.103.105 10.150.115.80 10.150.103.15 10.150.103.25
	Properties	E B	Host (A)	10.150.103.16
	Help	B bir-xpdevwdmEXP	Host (A) Host (A) Host (A)	10.150.109.11 10.150.103.6 10.150.120.20

#### Figure 1 Other New Records

 Select the domain where the server is configured, right-click it, and then select Other New Records to open the Resource Record Type dialog box.

#### Figure 2 Service Location (SRV)



3. Select the Service Location (SRV) resource record type and then click **Create Record** to open the **New Resource Record** dialog box.

#### Figure 3 New Resource Record

LINS	Resource Record Type	? X
Forward Lookup Zones     Torward Lookup Zones    msdcs.rap45.com    map45.com    msdcs	Select a resource record type :  Eoute Through (RT)  Provide toolf (RF)  Provide toolf (RF)  Provide toolf (RF)  Dogular:  provide toolf (RF)  pro	11.16.29 mcQudq29.74945.com. 1. bhwdmsqdcq29.74945.com., hr. 2 X 17.12 17.29 17.13 17.13 17.17 17.10 17.00 17.
	Host offering this service:	03.16
	p20.rap45.com	p9.11
	Alow any authenticated user to update all DNS records wit name. This setting apples only to DNS records for a new n	th the same
isc scope options - mercury plut		Cancel

- 4. Use the following guidelines (Domain is automatically shown):
  - Enter \_Pcoip-tool in the Service box.
  - Enter \_tcp in the Protocol box.
  - (Optional) Enter the value you want for this WDM server in the *Priority* box (the lower the priority value the higher the priority).
  - (Optional) Enter the value you want for this WDM server in the *Weight* box (within the same priority class the higher the weight value the higher the priority).
  - Enter **50000** in the Port number box.
  - Enter the <FQDN of the WDM server> (for example, p20.rap45.com) in the Host offering this service box.
- 5. Click OK.

3

# Installing or Upgrading WDM Workgroup Edition

This section provides the detailed procedures you must complete to install or upgrade *WDM Workgroup Edition*.

#### **Caution**

Be sure you have completed all pre-installation requirements as described in *"Preparing for Installation" before* you begin installing or upgrading *WDM Workgroup Edition.* 

WDM Workgroup Edition installs the following WDM components on a single server:

- WDM Database (Database) Stores and provides access to all of the information for device management, including logging, packages, user data, and Remote Software Repository information.
- Software Repository (Repository) Stores WDM packages for deployment use.
- Web Services (HServer) Uses HTTP/HTTPS to enable push and pull communications to devices equipped with the WDM Web Agent.
- Standard Services Allows WDM to:
  - Execute pre-boot management functions on devices that support Preboot Execution Environment (PXE).
  - Upgrade older WDM Web Agents to the latest WDM Web Agent.
- Administrator Console (MMC Snap-in) User interface allows you to manage all of your network devices easily and quickly.

#### Installing or Upgrading Procedures (WDM Workgroup Edition)

The *WDM Workgroup Edition* installation wizard automatically detects whether a new installation or an upgrade installation from WDM 4.8.0 or 4.8.5 is needed, and guides you through the process. Use the following guidelines:

- 1. Download and extract the *WDM Workgroup Edition* files to a folder on the machine to which you will install WDM (for upgrades, this is the machine on which you are currently running *WDM Workgroup Edition version 4.8.0 or 4.8.5*).
- 2. Double-click Setup.exe to open and use the InstallShield Wizard.



#### Figure 4 InstallShield Wizard - Workgroup Edition

Use the following guidelines:

- Be Sure to Use the WDM Workgroup Sales Key It appears by default in the Customer Information window of the InstallShield Wizard.
- Be Sure to Carefully Follow the WDM Prerequisite Utility It finds out what you have and what you need, and then guides you through all the steps needed for your environment.

Device Manager Prerequi	isite Checker	
Device Manager req installing these requ		g items to be installed on your computer. Click Install to begin relygon
Components	Status	Requirement
Firewall	Firewall is on	Configures ports used by Device Manager.
.Net Framework	Installed	Required for installing SQL 2008 R2 Express.
Windows PowerS	i Installed	Required for installing SQL 2008 R2 Express.
Windows Installer	r Installed	Required for installing SQL 2008 R2 Express.
		Exit Install
Installation Progres	55	
Firewall check is	done.	
75%		

Ports	Description
21	TCP port for FTP
80	TCP port for HTTP
443	TCP port for HTTPS
1433	TCP port for OLE SQL
280	TCP port for GUI
8008	TCP port for standard service
5800	TCP port for VNC
5900	TCP port for VNC
9880	TCP port for ThreadX service
50000	TCP port for ThreadX service
9900	TCP port fot recurring scheduler
2344	TCP port for WOL for CE devices
16962	TCP port for WOL for rest of the
57	UDP port for standard service
58	UDP port for standard service
59	UDP port for standard service
4011	UDP port for standard service
•	III. •
	ful database configuration, refer to

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- If You are Upgrading Be sure to use the correct system administrator password (*SA Password*) for the current installation of your *WDM Workgroup Edition*.
- Use FTP for Repository Communication When selecting the protocol to use for repository communication be sure to use FTP (HTTP is not supported for *WDM Workgroup Edition* installations).
- Restart Your Computer after Installation is Complete Select the Yes, I want to restart my computer now option, remove any disks from their drives, and then click Finish.
- **3.** After installing *WDM Workgroup Edition*, it is best practice to activate your WDM *Workgroup Sales Key* with an *Activation Code* at this time as described in "Activating Your Sales Key."

#### 🗹 Тір

Although you have 30 days in which to activate your WDM *Workgroup Sales Key* (after 30 days you cannot use WDM until you do activate it), it is highly recommended to do so at this time, as you must perform the activation on the server to which you installed the *Administrator Console* (**MMC Snap-in**).

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4

## Installing or Upgrading WDM Enterprise Edition

This section provides the detailed procedures you must complete to install or upgrade *WDM Enterprise Edition*.

#### Caution

Be sure you have completed all pre-installation requirements as described in *"Preparing for Installation" before* you begin installing or upgrading *WDM Enterprise Edition.* 

*WDM Enterprise Edition* installs the following WDM components on a single server (*Typical* installation) or on multiple servers (*Custom* installation):

- WDM Database (Database) Stores and provides access to all of the information for device management, including logging, packages, user data, and Remote Software Repository information (there can be only one instance of this WDM Database in your WDM environment).
- Software Repository (Repository) Stores WDM packages for deployment use (in a *Custom* installation, you can have one Master Repository and multiple remote repositories in your WDM environment).
- Web Services (HServer) Uses HTTP/HTTPS to enable push and pull communications to devices equipped with the WDM Web Agent (in a *Custom* installation, it is recommended to have as many instances of this Web Services as you have repository instances in your WDM environment).
- **Standard Services** Allows WDM to (there can be only one instance of this Standard Services in your WDM environment):
  - Execute pre-boot management functions on devices that support Preboot Execution Environment (PXE).
  - · Upgrade older WDM Web Agents to the latest WDM Web Agent.
- Administrator Console (MMC Snap-in) User interface allows you to manage all of your network devices easily and quickly (in a *Custom* installation, you can have multiple instances of this Administrator Console in your WDM environment).

#### 🗹 Тір

Using a WDM *Enterprise Sales Key* or *Enterprise Evaluation License Key* during installation allows the WDM components to be separately installed on different servers.

#### **About Evaluation Licensing**

If you are installing *WDM Enterprise Edition* for evaluation, you must use an *Enterprise Evaluation License Key* to install and use WDM for 30 days. To continue using WDM beyond 30 days without interruption, be sure to purchase and activate a WDM *Enterprise Sales Key* (as described in *Administrators Guide: Wyse Device Manager™*) before your 30 day evaluation period ends (after 30 days of evaluation, you cannot use WDM until you purchase and activate a WDM *Enterprise Sales Key*).

#### Installing or Upgrading Procedures (WDM Enterprise Edition)

The *WDM Enterprise Edition* installation wizard automatically detects whether a new installation or an upgrade installation from WDM 4.8.0 or 4.8.5 is needed, and guides you through the process (if you plan to install or upgrade WDM components on multiple machines using a *Custom* installation, you will repeat some of the installation procedures in this guide according to your environment design).

Use the following guidelines:

- 1. Download and extract the WDM Workgroup Edition files to a folder on the machine(s) to which you will install WDM (for upgrades, these are the machine(s) on which you are currently running WDM Enterprise Edition version 4.8.0 or 4.8.5 components).
- 🗹 Tip

The WDM Workgroup Edition files will automatically expand to a WDM Enterprise Edition installation/upgrade when you apply your WDM Enterprise Sales Key or Enterprise Evaluation License Key when prompted.

2. Double-click Setup.exe to open and use the InstallShield Wizard.

#### Figure 5 InstallShield Wizard - Enterprise Edition



Use the following guidelines:

#### 🗹 Тір

**Use the Correct** *Key* - For all WDM Enterprise Edition installations or upgrades (*Typical* or *Custom*) be sure to use the correct WDM *Enterprise Sales Key* or *Enterprise Evaluation License Key* provided to you by Wyse (after purchase, you should have received an email from Wyse or your reseller with full instructions on registering and generating your WDM *Enterprise Sales Key*; if you did not receive this email, contact your reseller).

#### Caution

Do not use the WDM *Workgroup Sales Key* that appears by default in the *Customer Information* window of the *InstallShield Wizard*.

• Be Sure to Carefully Follow the WDM Prerequisite Utility - It finds out what you have and what you need, and then guides you through all the steps needed for your environment.

ulrement figures ports used by Device Manager. uired for installing SQL 2008 R2 Express. uired for installing SQL 2008 R2 Express.
uired for installing SQL 2008 R2 Express.
uired for installing SQL 2008 R2 Express.
Exit Install

Ports	Description
21	TCP port for FTP
80	TCP port for HTTP
443	TCP port for HTTPS
1433	TCP port for OLE SQL
280	TCP port for GUI
8008	TCP port for standard service
5800	TCP port for VNC
5900	TCP port for VNC
9880	TCP port for ThreadX service
50000	TCP port for ThreadX service
9900	TCP port fot recurring scheduler
2344	TCP port for WOL for CE devices
16962	TCP port for WOL for rest of the
67	UDP port for standard service
68	UDP port for standard service
69	UDP port for standard service
4011	UDP port for standard service
4	

- If You are Upgrading Be sure to use the correct system administrator password (*SA Password*) for the current installations of your *WDM Enterprise Edition*.
- For Typical Installations and Upgrades, Use Defaults It is recommended to use the InstallShield Wizard recommendations.
   IMPORTANT: Typical installations are for FTP use only. If you want to use HTTP or HTTPS, you must perform a custom installation (see "Detailed Custom Installation and Upgrade Instructions").
- For Custom Installations and Upgrades, Use the Detailed Instructions Use the detailed instructions in "Detailed Custom Installation and Upgrade Instructions."
- Restart Your Computer after Installation is Complete Select the Yes, I want to restart my computer now option, remove any disks from their drives, and then click Finish.

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- (Installations on Windows Server 2008 Only) During the installation, if you are prompted to download and install the WebDAV Extension for IIS 7.0, simply follow the instructions (see also "Installing WebDAV Extension for IIS 7.0").
- 4. (Optional) Using WDM Enterprise Sales Key Only After installing WDM Enterprise Edition and completing all of the required configurations for your WDM environment, it is best practice to activate your WDM Enterprise Sales Key with an Activation Code at this time as described in "Activating Your Sales Key."

#### 🗹 Tip

Although you have 30 days in which to activate your *WDM Enterprise Sales Key* (after 30 days you cannot use WDM until you do activate it), it is highly recommended to do so at this time, as you must perform the activation on the server to which you installed the *Administrator Console* (**MMC Snap-in**).

#### Caution

A WDM Enterprise Evaluation License Key cannot be activated.

#### Detailed Custom Installation and Upgrade Instructions

Whether you are performing a *Custom* installation or upgrade on a single server or multiple servers, you must install or upgrade the WDM components in the following order:

- WDM Database (Database) There can be only one instance of this WDM Database in your WDM environment.
- Software Repository (Repository) You can have one Master Repository and multiple remote repositories in your WDM environment.
- 3. Web Services (**HServer**) It is recommended to have as many instances of this Web Services as you have repository instances in your WDM environment.
- Standard Services There can be only one instance of this Standard Services in your WDM environment.
- 5. Administrator Console (MMC Snap-in) You can have multiple instances of this Administrator Console in your WDM environment.

#### 🗹 Тір

Be aware that Web Services (**HServer**), **Standard Services**, and Administrator Console (**MMC Snap-in**) components require MDAC 2.8. WDM installs MDAC 2.8 if it is not already present on the server.

Depending on your installation selections, the installation wizard will automatically guide you through the *specific* process you need. When installing or upgrading each component grouping you want on a server, use the following tips (although upgrades do not show installation wizard screens, you can still use the information contained in these sections):

- "WDM Database Installation Tips You Need to Know"
- "Software Repository Installation Tips You Need to Know"
- "Administrator Console Installation Tips You Need to Know"

#### 🗹 Тір

If you are installing or upgrading WDM components on multiple machines (requires repeating the installation wizard for each component grouping you want), be sure to select the correct components for the server on which you are installing or upgrading components. For example, you can use the *InstallShield Wizard* to install the WDM *Database* on one server, and then use the *InstallShield Wizard* to install the other components on a second server. Your WDM *Enterprise Sales Key* allows the WDM components to be separately installed on different servers.

#### Caution

(*Installations on Windows Server 2008 Only*) - During the installation, if you are prompted to download and install the WebDAV Extension for IIS 7.0, simply follow the instructions (see also "Installing WebDAV Extension for IIS 7.0").

#### WDM Database Installation Tips You Need to Know

Depending on *how* you are installing, use the following guidelines when prompted for *Database* configurations during an installation or upgrade:

• If you are installing a new WDM Database on a server - be sure to select the The Wyse Device Manager database has not been installed option.

#### Figure 6 Initial WDM Database installation



 If you are using an existing SQL Server during your initial WDM Database installation configurations - be sure to note the Server name, the TCP/IP Port, and the Database Password (for the default user named rapport), as you will use this information when you install the other WDM components. If you do not specify the TCP/IP Port for the WDM Database, the default 1433 is used (this is the port the database server uses for communication with WDM components).

#### Caution

If you use the **Change Rapport Database Password** option (for example, to satisfy company password requirements), be sure to note the password for WDM installation use and general password recovery.

#### Figure 7 Database configuration



 If you intend to use your existing SQL Server 2005 Express Edition for the WDM Database - ensure the Log on as account for the SQLExpress service is set to Local System account as follows:

From the Start menu on your server, navigate to Administrative Tools > Services, right-click SQL Server (SQLEXPRESS) Service, select Properties, click the Log On tab, select the *Local System account* option, select the Allow service to interact with desktop check box, click OK, and then restart the *SQL Server (SQLEXPRESS)* service.

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.og on as:			
Local System account			
Allow service to inte	ract with desktop	U)	
¯ <u>I</u> his account:			Browse
Password:			-
Fassword:			
			_
Confirm password:			_
Confirm password:	his service for th	a hardwara n	-
Confirm password:	his service for the	e hardware p	
Confirm password:	his service for the	e hardware p	ofiles listed belo Service Enabled
Confirm password:	his service for the	e hardware pi	Service
Confirm password:	his service for the	e hardware p	Service
Confirm password:	his service for the	e hardware pi	Service

#### Figure 8 SQL Server Properties

If you have already installed the WDM Database on a separate server and you are currently installing other WDM components on a server - the InstallShield Wizard will prompt you for a WDM Database confirmation. Be sure to select the correct server name, enter the correct TCP/IP Port, and enter the correct database password (for the default user named rapport). These are the fields you entered during your WDM Database installation. If you do not specify the TCP/IP Port for the WDM Database, the default 1433 is used (this is the port the database server uses for communication with WDM components).



#### Figure 9 Database confirmation

If you have an existing SQL Server that was installed using *Windows Authentication mode* only - WDM utilizes *mixed mode authentication*. Be aware that if you are using an existing SQL Server that was installed using *Windows Authentication mode* only, the WDM *Database* user will be unable to log in to the SQL database, and the WDM *Database* installation will fail. Therefore, you must open your SQL Server Configuration Manager and enable TCP/IP connections (see the Microsoft documentation for your SQL Server).

#### Software Repository Installation Tips You Need to Know

Depending on *how* you are installing, use the following guidelines when prompted for *Repository* configurations during an installation or upgrade:

#### 🗹 Tip

If your network has multiple subnets, consider deploying a copy of the WDM *Software Repository* (**Repository**) on each subnet to allow you to store large device applications and image files locally. When upgrades are distributed to devices on a subnet from a local repository, network traffic is reduced.

- When selecting the protocol to use for repository communication use the following guidelines (Note that the wizard attempts to connect to your FTP service to ensure connectivity and read/write permissions; WDM only verifies an existing connection; it does not configure your FTP service.):
  - FTP Select this option if you want WDM to download packages from the repository using the FTP protocol. CAUTION: If you intend to use the firmware upgrade feature for Wyse ThreadX devices, FTP must be configured.
     If you are using an existing *FTP service*, the wizard prompts you for an IP Address, username, and password.
     If you are using an existing *IIS FTP service*, the wizard creates a local WDM user and assigns the user read/write permissions to the IIS FTP service.
  - **HTTP** Select this option if you want WDM to download packages from the repository using the HTTP protocol.
  - **FTP and HTTP** Select both options if you want WDM to download packages from the repository using *either* the FTP or HTTP protocol. If both options are selected, HTTP is attempted first; if HTTP fails, the FTP protocol is then attempted.

#### 🗹 Tip

HTTPS can be enabled/configured later on an HTTP repository.



#### Figure 10 Repository communication protocol

- When selecting the authentication option(s) to apply to software repositories use the following guidelines (note that you can select any or all of the options; if you select all three options, *Windows Authentication* is applied.):
  - Anonymous Access This mode does not require a username or password to access the repository.
  - Windows Authentication This is the most secure form of authentication in IIS. When you log in, Windows NT validates your login and only your username is transmitted over the network. Your password is not transmitted.

• **Basic Authentication** - This authentication mode requires you to log in with a valid Windows NT username and password to access the system. The password is transmitted over the network in clear text.



#### Figure 11 Repository Authentication

• If you have an existing repository server account instead of the default user account named *rapport* - (for example, you are upgrading an existing WDM repository server or want to use an existing *Active Directory*) select the **Use an** existing **Repository Server Account** option, and then enter the *IP Address* (or server name) and the *UserName* and *Password* of that account.



#### Figure 12 Existing repository server account

#### Administrator Console Installation Tips You Need to Know

If you are installing multiple instances of the Administrator Console (**MMC Snap-in**) in your WDM environment and want to use other administrators for additional Administrator Console installations, you must do the following (in the order presented):

#### Caution

These instructions do not pertain to the *initial* installation of the Administrator Console for the local administrator.

- Add the user (you want as the eventual administrator of the Administrator Console instance) using the Configuration Manager as described in Administrators Guide: Wyse Device Manager™.
- Install the instance of the Administrator Console (MMC Snap-in) as described in "Installing or Upgrading Procedures (WDM Enterprise Edition)." Note that after this installation, the Administrator Console will not be able to connect to the WDM Database or a software repository in your WDM environment until you complete step 3.
- 3. After installing the instance of the Administrator Console, use the *Configuration Manager* (as described in *Administrators Guide: Wyse Device Manager*<sup>™</sup>) to edit the user you want as the administrator (from step 1) so that the user has administrator rights for that instance of the Administrator Console.

## A

## **Activating Your Sales Key**

This appendix includes the detailed steps you must complete to activate your *Sales Key* (WDM *Workgroup Sales Key* or WDM *Enterprise Sales Key*).

#### 🗹 Tip

A WDM Enterprise Evaluation License Key cannot be activated.

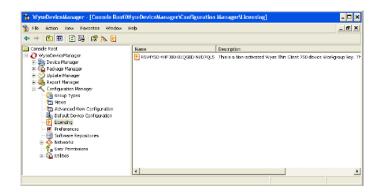
#### Caution

Be sure to perform the activation (enter an *Activation Code*) on the server to which you installed the *Administrator Console* (**MMC Snap-in**).

Use the following guidelines:

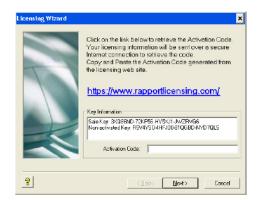
- 1. On the desktop of the server on which you installed the *Administrator Console* (MMC Snap-in), double-click the WDM icon to open the WDM *Administrator Console*.
- 2. In the tree pane, expand **Configuration Manager** and select **Licensing** to show the *Non-activated* WDM *Sales Key* in the details pane.





**3.** Right-click the *Non-activated* WDM *Sales Key* and select **Activate** to open the *Licensing Wizard*.

#### Figure 14 Licensing Wizard



 Note your Sales Key and Non-activated Key numbers as you will use them in the online WDM licensing form.

#### 🗹 Тір

If the server on which you installed the *Administrator Console* (**MMC Snap-in**) has internet access, you can copy-and-paste the *Sales Key* and *Non-activated Key* numbers from the *Key Information* area of the *Licensing Wizard* into the online WDM licensing form.

 On a server which has internet access, use your browser to open the online WDM licensing form at: <u>https://www.rapportlicensing.com/clientframe/rapport.aspx</u>.

Figure 15 Licensing form

🖇 Activ	rate Rapport -	Windows Internet Explorer	- 4
0	👻 🙋 https://	www.rapportlicensing.c. 💌 🔒 🐓 🛪 Google	
r dr	🏉 Activate Ra	ipport 👘 🔹 🔂 🗸 🖶 🖓 Page 🔻	💮 Tools
Com	ipany Name:		
	First Name:		
	Last Name:		
	Address:		
	City:		
	State:	Select a state  v or Province:	
	Country:	Select a country	
Zip/	Postal Code:		
Pho	one Number:		
Con	npany Email:		
Em	nall Address:		
	Verify email:		
	Sale Key:		
Una	ctivated Key:		
Securit	y Certificate:		
		Get Activation Code	

- 6. Enter the information to complete the form (be sure to use the correct Sales Key and Non-activated Key numbers, and enter uppercase **B** for Security Certificate).
- 7. After completing the form, click **Get Activation Code** to display the *Activation Code* (an e-mail containing the *Activation Code* is also sent to the *Email Address* you provided).
- In the Licensing Wizard on the server to which you installed the Administrator Console (MMC Snap-in), enter (or copy-and-paste) the Activation Code into the Activation Code box, and then click Next to open the details pane displaying your Sales Key as Activated.

## **B** Uninstalling WDM

When using a Microsoft Windows remove program feature (such as *Add and Remove Programs* or *Programs and Features*) to remove WDM, the database server will require login credentials to complete the uninstallation of WDM.

#### Figure 16 Database Server Login Credentials

Database Server Login Database server inquites login c	sedentials to contrue. Specify SQL Login ID and Passoued in SQL Server. Specify SQL Login ID and WDM Database Passoned for MSDE and SQL Express. Login ID: Passound
<u>WYŞĘ</u>	
InstallShidd	Cancel

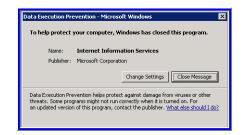
Depending on your WDM installation, do one of the following:

- WDM Workgroup Edition You must enter **sa** for the Login ID and enter **ThinMgmt\_451** for the Password.
- *WDM Enterprise Edition* Depending on your WDM installation, do one of the following:
  - If you had WDM install the default Microsoft SQL Server 2008 R2 Express (32-bit) as your database server, enter sa for the Login ID and enter ThinMgmt\_451 for the Password.
  - If you used an *existing* database server during your WDM installation (that is, any supported database server that is *not installed* by WDM during the WDM installation see "Software Requirements" and "WDM Database Installation Tips You Need to Know"), enter sa for the *Login ID* and your *Password* for that server.

At the end of the uninstalling process, the wizard will prompt you to restart. Select the **Yes**, **I want to restart my computer now** option and click **Finish**.

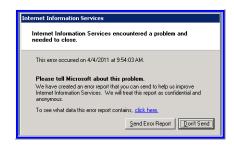
#### Caution

If you see Microsoft data execution prevention and IIS error messages after server restart, you must complete these additional steps to remove the **RapportFilter** entry from IIS manually.



#### Figure 17 Microsoft data execution prevention message - example

Figure 18 IIS error message - example



Open the **IIS Web Sites Properties** dialog box (according to the IIS documentation for your server version).

#### Figure 19 Remove the RapportFilter entry from IIS - example

irectory Security		Custom Errors	Service	ASP.NE
Veb Site Pe	erformance ISAPI Fi	Iters Home D	Directory	Document
the order listed	ers are active for all Web below. These filters are v ad on the property pages	isible only from thi	s property pa	
Status	Filter Name	Priority	Ad	d
1	RapportFilter	High		
1	RpcProxy	Low	<u>R</u> er	nove
1	ASP.NET_2.0.50727.42	2 Low	Ed	įt
			En	able
			Mov	/e yp
Details			Move	down
Filter Name:	RapportFilter			
Status:	Loaded			
Executable:	c:\inetpu\RapportFill	ter.dll		
Priority:	High			

On the *ISAPI Filters* tab, select **RapportFilter** from the list, click **Remove**, confirm, and then click **OK**.

After removing the **RapportFilter** entry from IIS, restart the server. You should no longer see Microsoft data execution prevention and IIS error messages after server restart.

# С

## Reference and Troubleshooting: FTP, IIS, and Firewall Information

Although WDM automatically installs and configures everything you need for WDM use with respect to FTP, IIS, and the Windows Firewall, the following reference information can be useful for understanding your environment and for various troubleshooting purposes.

Information includes:

- "How the WDM Installer Installs and Configures FTP"
- "How the WDM Installer Installs and Configures IIS"
- "Using Windows Firewall with WDM"

#### How the WDM Installer Installs and Configures FTP

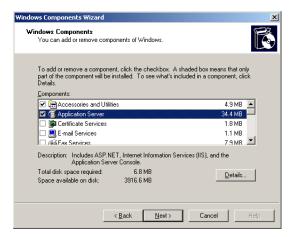
Depending on your server version, use one of the following sections to understand how FTP is installed and configured for use with WDM (information is presented as if you would complete the procedures manually):

- "Installing and Configuring FTP on Windows Server 2003"
- "Installing and Configuring FTP on Windows Server 2008"
- "Installing and Configuring FTP on Windows Server 2008 R2"
- "Installing and Configuring FTP on Windows 7"

#### Installing and Configuring FTP on Windows Server 2003

- Open the Add or Remove Programs dialog box (click Start > Control Panel > Add or Remove Programs).
- 2. Click the Add/Remove Windows Components icon to open the Windows Components Wizard.

Figure 20 Windows Components Wizard



**3.** In the *Components* list, select the **Application Server** check box (highlight it), and then click **Details**.

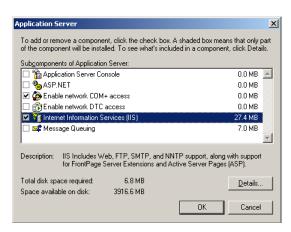


Figure 21 Application Server

 Select the Internet Information Services (IIS) check box in the list (highlight it), and then click Details.

o add or remove a component, click the check box. A sh f the component will be installed. To see what's included	
ub <u>c</u> omponents of Internet Information Services (IIS):	
🗹 🔶 Common Files	1.0 MB 🛃
🗹 💭 File Transfer Protocol (FTP) Service	0.1 MB
FrontPage 2002 Server Extensions	14.6 MB
🗹 📸 Internet Information Services Manager	1.3 MB
🗌 🎯 Internet Printing	0.0 MB
🗆 🎯 NNTP Service	1.0 MB
IIM SMTP Service	1.2 MB
Description: Installs required IIS program files.	
otal disk space required: 6.8 MB	Details
ipace available on disk: 3916.7 MB	<u>B</u> orano

#### Figure 22 Internet Information Services (IIS)

- **5.** Be sure the following check boxes are selected:
  - Common Files
  - File Transfer Protocol (FTP) Service
  - Internet Information Services Manager
  - World Wide Web Service
- 6. Select any other IIS-related service or subcomponent check box that you want to install, click OK, and then click OK.
- 7. Click Next.
- 8. When you are prompted, insert the Windows Server CD-ROM into the CD-ROM or DVD-ROM drive of the machine, or provide a path to the location of the files, and then click **OK**.
- 9. Click Finish.

To configure the FTP Service on Windows Server 2003 to allow only anonymous connections:

 Open the Internet Information Services (IIS) Manager (click Start > Administrative Tools > Internet Information Services (IIS) Manager).

#### Figure 23 Internet Information Services (IIS) Manager

👔 Internet Information Services (IIS) Manager						
🗐 Eile Action View Window Help						
internet Information Services	Computer	Local	Version			
SWLABSVR1 (local compute ⊕ FIP Sites ⊕ Web Sites ⊕ Web Service Extension         Web Service Extension	SWLABSVR1 (local computer)	Yes	IIS V6.0			
	1		Þ			

- In the tree pane, expand Server\_name (where Server\_name is the name of the server), and then expand FTP Sites.
- 3. In the tree pane, right-click on **Default FTP Site**, and then select **Properties** to open the **Properties** dialog box.

Default FTP Site Prope	rties			? ×			
FTP Site Security Acco	ounts Message	s Home Directory	Directory Security				
Allow anonymou	s connections –						
Use the following \	Use the following Windows user account for anonymous access:						
User name: IUSF	_SJC-WDM-SUR	UCHI	Browse				
Password:	•••••						
	low only anonym	ious connections					
	ОК	Cancel	Apply H	Help			

#### Figure 24 Properties - Security Accounts tab

4. Click the Security Accounts tab and be sure that the Allow Anonymous Connections check box is selected.

Default FTP Site Pro	perties	<u>?</u> ×
FTP Site Security A	ccounts Messages Home Directory Directory Security	
The content for this	s resource should come from:  A girectory located on this computer  A directory located on another computer  C:\inetpub\ftproot Browse  Read Read Read Read	
Directory listing s	✓ Log visits	
C UNIX® ● MS-DOS®		
	OK Cancel <u>A</u> pply He	lp

#### Figure 25 Properties - Home Directory tab

- 5. Click the **Home Directory** tab and be sure that the **Read**, **Write** and **Log visits** check boxes are selected.
- 6. Click Apply and then click OK.
- 7. Close the Internet Information Services (IIS) Manager window.
- 8. The FTP server is now configured to accept incoming FTP requests. Copy or move the files that you want to make available to the FTP publishing folder for access. The default folder is *drive:\Inetpub\ltproot* (where drive is the drive on which IIS is installed).

#### Installing and Configuring FTP on Windows Server 2008

Before setting up your own FTP server in Windows, you must be sure that Internet Information Services (IIS) has already been installed on the server.

1. On the taskbar, click Start > Administrative Tools > Server Manager to open the Server Manager window.

Server Manager				
File Action View Help				
Þ 🔿 🙍 📊				
Server Manager (WIN-8AHI8ZB7YB	Roles			
	Verw the health of the roles installed on your server and add or remove roles and features.			
	Roles Summary	Roles Summary Help		
	Roles: 0 of 17 installed	Add Roles		

Figure 26 Server Manager

- In the Server Manager tree pane, expand Roles, and then click Web Server (IIS) to open the Web Server (IIS) window.
- 3. In the details pane of the Web Server (IIS) window, scroll to Role Services, and then click Add Role Services to open the Select Role Services window.

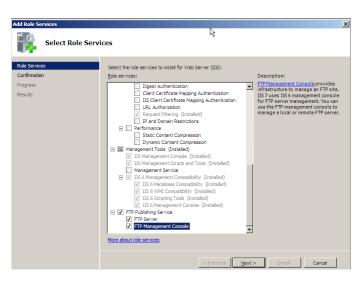


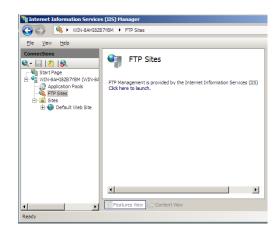
Figure 27 Select Role Services

- Under Role Services, expand FTP Publishing Service, select the FTP Server and FTP Management Console check boxes, and then click Next to open the Confirm Installation Selections window.
- 5. After confirming, click Install.
- After installation is complete (the **Results** window displays a successful installation), click **Close**.

Use the following guidelines to configure FTP on Windows Server 2008:

- 1. On the taskbar, click Start > Administrative Tools > Internet Information Services (IIS) Manager to open the Internet Information Services (IIS) Manager window.
- 2. In the tree pane, expand Server\_name (where Server\_name is the name of the server), and then select FTP Sites.

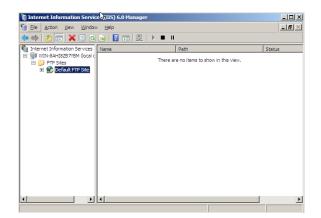
Figure 28 FTP Sites



- 3. In the FTP sites details pane, click the Click here to launch link, to open the IIS 6.0 Manager window.
- 4. In the tree pane expand Server\_name (where Server\_name is the name of the server), and then expand FTP Sites.

Note: If FTP Site is stopped, click on the start icon to start it.

Figure 29 Default FTP Site



5. In the tree pane, right-click on Default FTP Site, and then select Properties to open the **Properties** dialog box.

#### Figure 30 Properties

Default FTP Site F	Properties			<u>?</u> ×
FTP Site Securit	y Accounts Message	s Home Directory Di	rectory Security	
	nymous connections –	ount for anonymous ac	ress:	
	IUSR_SJC-WDM-SUR		Browse	
Password:	•••••			
	Allow only anonym	ous connections		
	ОК	Cancel	Apply Hel	

6. Click the Security Accounts tab and be sure that the Allow Anonymous Connections check box is selected.

Figure 31 Home Directory tab

Default FTP Site Prop	erties			? ×
FTP Site Security Ad	counts Messages	Home Directory	Directory Securi	ty]
The content for this	resource should come • A directory locate • A directory locate	ed on this compu		
FTP site directory Local path:	C:\inetpub\ftproot ▼ Read ▼ Write ▼ Log visits		Browse	
Directory listing st	yle			
	OK	Cancel	Apply	Help

- 7. Click the **Home Directory** tab and be sure that the **Read**, **Write** and **Log visits** check boxes are selected.
- 8. Click Apply, and then click OK.
- 9. Close the Internet Information Services (IIS) Manager window.
- 10. The FTP server is now configured to accept incoming FTP requests. Copy or move the files that you want to make available to the FTP publishing folder for access. The default folder is *drive:\Inetpub\ltproot* (where drive is the drive on which IIS is installed).

Use the following guidelines to verify FTP on Windows Server 2008:

- 1. Open a command prompt (click Start > Run, enter cmd, and then click OK).
- 2. Type ftp localhost.
- 3. Enter an administrator user name and password.
- 4. Ensure that login is successful.
- 5. Open the services panel and make sure that the FTP service is configured to start automatically.

# Installing and Configuring FTP on Windows Server 2008 R2

Before setting up your own FTP server in Windows, you must be sure that Internet Information Services (IIS) has already been installed on the server.

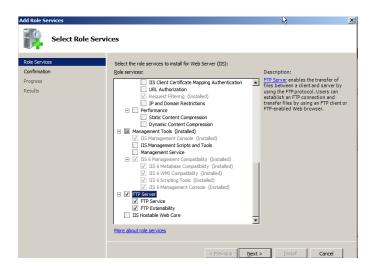
- 1. On the taskbar, click Start > Administrative Tools > Server Manager to open the Server Manager window.
- 2. In the Server Manager tree pane, expand Roles, and then click Web Server (IIS) to open the Web Server (IIS) window.

File Action View Help				
🗢 🔿 🙍 📅 🛛				
Server Manager (WIN-8AHI8ZB7YB	Roles			
Roles     Features     Fatures     Gangarostics     A Configuration     Generation	View the health of the roles installed on your server and add or remove roles and features.			
	Roles Summary	Roles Summary Help		
	Roles: 0 of 17 installed	Add Roles		

Figure 32 Web Server (IIS)

3. In the details pane of *Web Server (IIS)*, scroll to **Role Services**, and then click **Add Role Services** to open the **Select Role Services** window.

Figure 33 Select Role Services



- 4. Under Role Services, expand FTP Server, select the FTP Service and FTP Extensibility check boxes, and then click Next to open the Confirm Installation Selections window.
- 5. After confirming, click Install.
- 6. After installation is complete (the **Results** window displays a successful installation), click **Close.**

Use the following guidelines to configure FTP on Windows Server 2008 R2:

1. On the taskbar, click Start > Administrative Tools > Internet Information Services (IIS) Manager to open the Internet Information Services (IIS) Manager window.

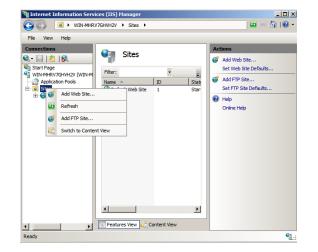


Figure 34 Internet Information Services (IIS) Manager

 In the tree pane, right-click on Sites, and then select Add FTP Site to begin creating an FTP site.

Figure 35 Site Information

Add FTP Site	? 🔜
Site Information	
ETP site name:	
WDM	
Content Directory	
P <u>h</u> ysical path:	
C:\inetpub\ftproot	
	Previous Next Einish Cancel

 Enter the FTP site name, select the Physical path for the FTP root directory, and then click Next. Figure 36 Binding and SSL Settings

Add FTP Site		<u>?</u> ×
Binding and SSL Settings		
Binding		
IP Address:	Port:	
All Unassigned 💌	21	
Enable Virtual Host Names:     Virtual Host (example: ftp.contoso.com):		
Start FTP site automatically		
SSL No SSL		
C Allow SSL		
<ul> <li>Require SSL</li> <li>SSL Certificate:</li> </ul>		
Not Selected	View	
[	Previous Next Finish Cancel	

- 4. Keep the default value for IP Address as All unassigned and port as 21.
- 5. Select the Start FTP site automatically check box, change the SSL option to No SSL, and then click Next.

Add FTP Site	<u>?</u> ×
Authentication and Authorization Information	
Authentication	
Previous Next	Finish Cancel

- 6. Select the Anonymous and Basic Authentication check boxes.
- 7. Select All users in the Allow access to list.
- 8. Select the Read and Write check boxes.
- 9. Click Finish.

Use the following guidelines to verify FTP on Windows Server 2008 R2:

- 1. Open a command prompt (click **Start > Run**, enter **cmd**, and then click **OK**).
- 2. Type ftp localhost.
- 3. Enter an administrator user name and password.
- 4. Ensure that login is successful.

#### Installing and Configuring FTP on Windows 7

Before setting up your own FTP server in Windows, you must be sure that Internet Information Services (IIS) has already been installed on the server.

- 1. On the taskbar, click Start > Control Panel to open Control Panel.
- Click Programs > Programs and Features, and then on the left pane click Turn Windows Features on or off to open the Windows Features window.
- 3. Scroll to Internet Information Services.

Figure 38 Internet Information Services

Turn Windows features on or off	
To turn a feature on, select its check box. To turn a feature	off, clear its
check box. A filled box means that only part of the feature	
🕀 🔽 🔓 Games	
Indexing Service	1
🔽 📗 Internet Explorer 8	E
Internet Information Services	
🖃 🔽 📙 FTP Server	_
🔽 📙 FTP Extensibility	
FTP Service	
🗉 🔜 🔐 Web Management Tools	
🕀 🔳 📙 World Wide Web Services	
Internet Information Services Hostable Web Cor	e
🕀 🔽 📔 Media Features	
THE Microsoft .NET Framework 3.5.1	-

- 4. Expand Internet Information Services, and then expand FTP Server.
- 5. Under FTP Server, select the FTP Extensibility and FTP Service check boxes, and then click OK to install FTP.

Use the following guidelines to configure FTP on Windows 7:

 On the taskbar, click Start > Control Panel > Administrative Tools > Internet Information Services (IIS) Manager to open the Internet Information Services (IIS) Manager.

Note: If you do not see Administrative Tools on *Control Panel*, select Small icons or Large icons in the *View by* list.

ile View	н	elp						
	PRO-	X32-16 (win7-pro- tion Pools	Filter	Sites	• (#) G	o - 🕞 Show A		Actions Add Web Site Set Web Site Defaults
siti		Add Web Site Refresh Add FTP Site Switch to Content	View	t Web Site	1	Status Started (ht	Bind *:80	Add FTP Site Set FTP Site Defaults     Help     Online Help
			۰	m			,	

#### Figure 39 Internet Information Services (IIS) Manager

2. In the tree pane, right-click on **Sites**, and then select **Add FTP Site** to begin creating an FTP site.

Figure 40 Add FTP Site

Add FTP Site	? 🔀
Site Information	
ETP site name:	
WDM Content Directory P <u>hy</u> sical path: C-\inetpub\ftproot	-
	Previous Diext Einish Cancel

3. Enter the *FTP site name*, select the *Physical path* for the FTP root directory, and then click **Next**.

Figure 41 Binding and SSL Settings

Add FTP Site	?
Binding and SSL Settings	
Binding IP Address: All Unassigned Enable Virtual Host Names: Virtual Host (example: ftp.contoso.com):	]
Start FTP site automatically St. O No SSL C Allow SSL	
C Require SSL SSL Certificate: Not Selected	View
	Previous Next Finish Cancel

- 4. Keep the default value for IP Address as All unassigned and port as 21.
- 5. Select the Start FTP site automatically check box, change the SSL option to No SSL, and then click Next.

Figure 42 Authentication and Authorization Information

Add FTP Site	<u>? ×</u>
Authentication and Authorization Information	
Authentication     ✓ Anonymous     ✓ Basic	
Authorization Allow access to: All users	
Permissions       IV     Read       IV     Write	
Previous Next	Finish Cancel

- 6. Select the Anonymous and Basic Authentication check boxes.
- 7. Select All users in the Allow access to list.
- 8. Select the Read and Write check boxes.
- 9. Click Finish.

Use the following guidelines to verify FTP on Windows 7:

- 1. Open a command prompt (click **Start > Run**, enter **cmd**, and then click **OK**).
- 2. Type ftp localhost.
- 3. Enter an administrator user name and password.
- 4. Ensure that login is successful.

# How the WDM Installer Installs and Configures IIS

Depending on your operating system, use one of the following sections to understand how IIS is installed and configured for use with WDM (information is presented as if you would complete the procedures manually):

- "Installing and Configuring IIS 6.0 on Windows Server 2003"
- "Installing IIS 7.0 on Windows Server 2008"
- "Installing IIS 7.5 on Windows Server 2008 R2"
- "Installing IIS 7.5 on Windows 7"

#### Installing and Configuring IIS 6.0 on Windows Server 2003

- Open the Add or Remove Programs dialog box (click Start > Control Panel > Add or Remove Programs).
- 2. Click the Add/Remove Windows Components icon to open the *Windows Components Wizard*.

Figure 43 Windows Components Wizard

Windows Components Wizard	×
Windows Components You can add or remove components of Windows.	Ē
To add or remove a component, click the checkbox. A shaded part of the component will be installed. To see what's included in Details.	
Components:	
🗹 📻 Accessories and Utilities	4.9 MB 🔺
🗹 🎁 Application Server	34.4 MB
Ecrificate Services	1.8 MB
E-mail Services	1.1 MB
AGE Fax Services	7.9 MB 🗾
Description: Includes ASP:NET, Internet Information Services (I Application Server Console.	IS), and the
Total disk space required: 6.8 MB	Details
Space available on disk: 3916.6 MB	<u>D</u> ordino
< Back Next>	Cancel Help

- 3. In the Components list, select the Application Server check box. Note: Selecting Application Server performs a default installation of Internet Information Services (IIS) and includes components that are not necessary for Certificate Services. In most cases, this installation is acceptable for an isolated test environment. However, if you plan to connect your test environment to your production network, consult your organization's security policy to determine which components need to be installed.
- 4. Click Next.
- 5. After the wizard completes the installation, click Finish.

#### Installing and Configuring WebDAV on Windows Server 2003

- Open the Add or Remove Programs dialog box (click Start > Control Panel > Add or Remove Programs).
- 2. Click the Add/Remove Windows Components icon to open the Windows Components Wizard.

#### Figure 44 Windows Components Wizard



3. In the *Components* list select the **Application Server** check box, and then click **Details**.

Figure 45 Application Server

pplication Server	mponent, click the check box. A sha	i dad hay maana that anly part
	e installed. To see what's included in	
Sub <u>c</u> omponents of App	lication Server:	
🗆 📸 Application Ser	ver Console	0.0 MB 📐
🗆 🍓 ASP.NET		0.0 MB
🗹 👰 Enable network	COM+ access	0.0 MB
🗆 📸 Enable network	DTC access	0.0 MB
🗹 😋 Internet Informa	ation Services (IIS)	27.4 MB
🗌 🚅 Message Queu	ing	7.0 MB
<u></u>		7
	des Web, FTP, SMTP, and NNTP s Page Server Extensions and Active	
Total disk space require	ed: 6.8 MB	Details
Space available on disl	< 3916.6 MB	<u></u> ordino
		OK Cancel

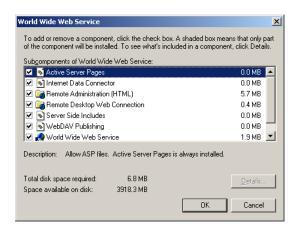
4. Select the Internet Information Services (IIS) check box, and then click Details.

Internet Information Services (IIS)	×
To add or remove a component, click the check box. A shaded box r of the component will be installed. To see what's included in a compo Subcomponents of Internet Information Services (IIS):	
• • • • • • • • • • • • • • • • •	14.6 MB 🔺
Internet Information Services Manager	1.3 MB
Internet Printing	0.0 MB
Service	1.0 MB
SMTP Service	1.2 MB
🗹 😔 World Wide Web Service	8.0 MB
	-
Description: A core component of IIS that uses HTTP to exchange Web clients on a TCP/IP network.	information with
Total disk space required: 6.8 MB	Details
Space available on disk: 3899.7 MB	
ОК	Cancel

Figure 46 Internet Information Services (IIS)

5. Select the World Wide Web Service check box, and then click Details.

Figure 47 World Wide Web Service



6. Select the WebDAV Publishing and World Wide Web Service check boxes, and then click OK.

Figure 48 WebDAV Publishing

Vorld Wide Web Service	×
To add or remove a component, click the check box. A sha of the component will be installed. To see what's included in	
Sub <u>c</u> omponents of World Wide Web Service:	
Internet Data Connector	0.0 MB 🔺
🗹 📴 Remote Administration (HTML)	5.7 MB
Remote Desktop Web Connection	0.4 MB
Server Side Includes	0.0 MB
🗹 💊 WebDAV Publishing	0.0 MB
🗹 👩 World Wide Web Service	1.9 MB
	•
Description: Allow WebDAV Publishing, WebDAV Publis	hing is always installed.
Total disk space required: 6.8 MB	Details
Space available on disk: 3918.3 MB	Details
	OK Cancel

- 7. Click Next.
- When you are prompted, insert the Windows Server CD-ROM into the CD-ROM or DVD-ROM drive of the machine, or provide a path to the location of the files, and then click OK.
- 9. Click Finish.

To configure the WebDAV on Windows Server 2003 to allow only anonymous connections:

1. Open the Internet Information Services (IIS) Manager (click Start > Administrative Tools > Internet Information Services (IIS) Manager).

🐌 Internet Information Services (IIS) Manag - 🗆 🗵 ϳ Eile Action Yiew Window Help \_ 8 × ← → 📧 😫 😫 🖬 💂 | ▶ = 🗉 Thternet Information Services Local Version SWLABSVR1 (local compute SWLABSVR1 (local computer) Yes **IIS V6.0** 🗄 📁 FTP Sites 🗄 🃁 Web Sites 🗄 🍎 Web Service Extension • मान

Figure 49 Internet Information Services (IIS) Manager

- 2. In the tree pane, expand Server\_name (where Server\_name is the name of the server).
- 3. In the tree pane, click on Web Service Extension.
- 4. In the details pane, right-click **WebDAV**, and then select **Allow** from the menu.

#### Figure 50 Allow WebDAV

🐚 Internet Information Service	es (IIS) Manager		
🕤 Eile Action <u>Vi</u> ew <u>W</u> indow	Help		_ <del>8</del> ×
	😫 🖬 💂 🕨 🗉 🗉		
Internet Information Services	📁 Web Service Extensions		
🗄 📁 FTP Sites		A Web Service Extension	Status
Web Sites		🔺 🍸 All Unknown CGI Extensions	Prohibited
E-     Web Service Extensions	Allow	🔲 🏹 All Unknown ISAPI Extensions	Allowed
	Due h lh lh	Active Server Pages	Allowed
	Prohibit	ASP.NET v2.0.50727	Prohibited
	Properties	BITS Server Extensions	Allowed
		🔜 😼 Internet Data Connector	Allowed
	l	NPC Proxy Server Extension	Allowed
	Tasks	😼 Server Side Includes	Allowed
		🔂 WebDAV	Allowed
	Add a new Web service	-	
•	Extended Standard		

- 5. In the tree pane, right-click *Server\_name* (where *Server\_name* is the name of the server).
- 6. Select All Tasks > Restart IIS from the menu.

🐌 Internet Information 9	ervices (IIS) Manager			_ 🗆 🗵
🐚 Eile Action View y	<u>V</u> indow <u>H</u> elp			_ <del>8</del> ×
← →   🔁 🖬 🕼	) 🖻 😫 🖬 💂   🕨			
🛍 Internet Information Ser			Status	
SWLABSVR1 (local og     Svl.ABSVR1 (local	<u>C</u> onnect Disconnect Browse	ons	Service is running Service is running	
	New	Backup/Resto	re Configuration	
	⊻iew ► New <u>W</u> indow from Here	<u>R</u> estart IIS <u>S</u> ave Configu		
	Refresh Export List	_		
-	Properties			
Shutdown, and/or restart Int.	Help			•

#### Figure 51 Restart IIS

## Installing IIS 7.0 on Windows Server 2008

By default, IIS 7.0 is not installed on Windows Server 2008. You can install IIS by using the *Add Roles* wizard in *Server Manager*.

- On the taskbar, click Start > Administrative Tools > Server Manager to open the Server Manager window.
- 2. In the Server Manager tree pane, select Roles.
- 3. In the details pane, click Add Roles > Server Roles.

Figure 52 Server Manager

4. On the Select Server Roles screen, select Web Server (IIS), click Next, and then click Next to open the Select Role Services window.

Figure 53 Select Role Services

Before You Begin Server Rules Web Server (115) Rule Services Confination Prograss Secults	ble service service to initial for Web Server (13): Bje service: Bit s	Description: Up Description: Up Reserved and encode values of a Window domain controller to and another update using the second of the second molecular and the second of the second of the second molecular and the second of the second of the second molecular and the second of the second of the second promy servers.

- 5. Under Roles Services, expand Web Server, expand Common HTTP Features, and then select the HTTP Redirection check box.
- 6. Under Web Server, expand Application Development and then select the ISAPI Extensions check box.
- 7. Under Web Server, expand Security, select the Basic Authentication and Windows Authentication check boxes, and then be sure that the Request Filtering option is cleared.

Altereduced and altereduced

Figure 54 Select Role Services continued

- 8. Under Web Server, expand Performance and then be sure that each option is cleared (*Static Content Compression* and *Dynamic Content Compression* should be cleared).
- 9. Under Web Server, expand Management Tools, and then select the IIS Management Console and IIS Management Scripts and Tools check boxes.
- Under Web Server, expand IIS 6 Management Compatibility and then be sure all its options are selected.
- 11. Click Next to open the Confirm Installation Selections window.
- **12.** After confirming, click **Install**.
- After installation is complete (the **Results** window displays a successful installation), click **Close**.

After installing IIS on the server, install WebDAV Extension for IIS 7.0 (see "Installing WebDAV Extension for IIS 7.0").

#### Installing WebDAV Extension for IIS 7.0

- Download the 32-bit Installation Package of the WebDAV Extension for IIS 7.0 from: <u>http://blogs.iis.net/robert\_mcmurray/archive/2008/03/12/</u> webdav-extension-for-windows-server-2008-rtm-is-released.aspx
- After downloading, double-click webdav\_x86\_rtw.msi to open and use the Microsoft WebDAV Extension for IIS 7.0 Setup wizard.

#### Figure 55 Setup wizard



3. After the software is installed, click Finish.

# Configuring the Web.config File

You can modify the Web.config file to prevent the following errors:

- Upload fails for files larger than 30 MB.
- Merlin imaging fails when the URL and query string sizes are not adequate.

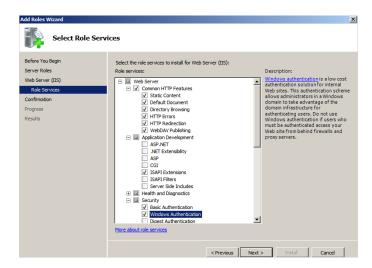
Add the following contents to the *Web.config* file (the *Web.config* file can be found in the **inetpub\wwwroot** folder):

```
<security>
<requestFiltering>
<requestLimitsmaxAllowedContentLength="4294967296" maxUrl="8000"
maxQueryString="8000" />
</requestFiltering>
</security>
This example shows the web.config file with the contents added:
<?xml version="1.0" encoding="UTF-8"?>
<configuration>
    <system.webServer>
        <directoryBrowse enabled="true" showFlags="Date, Time,</pre>
Size, Extension, LongDate" />
:
:
       <security>
 <requestFiltering>
    <requestLimitsmaxAllowedContentLength="4294967296"
maxUrl="8000" maxQueryString="8000" />
 </requestFiltering>
      </security>
    </system.webServer>
</configuration>
```

#### Installing IIS 7.5 on Windows Server 2008 R2

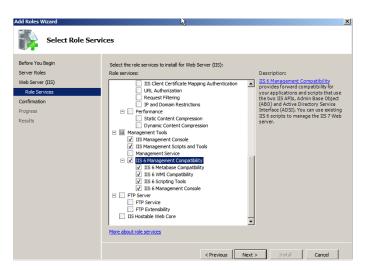
By default, IIS 7.5 is not installed on Windows Server 2008 R2. You can install IIS by using the *Add Roles* wizard in *Server Manager*.

- On the taskbar, click Start > Administrative Tools > Server Manager to open the Server Manager window.
- 2. In the Server Manager tree pane, select Roles, and then click Add Roles to open the Add Roles Wizard window.
- 3. In the Add Roles wizard, click Server Roles, and then check the Web Server (IIS) check box.
- 4. In the Add Roles wizard, click Server Roles > Web Server (IIS) > Role Services.



#### Figure 56 Select Role Services

- 5. Under Role Services, expand Web Server, expand Common HTTP Features, and then select the WebDAV Publishing check box.
- 6. Under Role Services, expand Application Development, and then select the ISAPI Extension check box.
- 7. Under Role Services, expand Security, select the Basic Authentication and Windows Authentication check boxes, and then be sure that Request Filtering option is cleared.



#### Figure 57 Select Role Services continued

- 8. Under Role Services, expand Performance, and then be sure that each option is cleared (*Static Content Compression* and *Dynamic Content Compression* should be cleared).
- 9. Under Role Services, expand Management Tools, and then select the IIS Management Console and IIS Management Scripts and Tools check boxes.
- 10.Under Role Services, expand IIS 6 Management Compatibility, be sure that all options are selected, and then click Next to open the Confirm Installation Selections window.
- 11. After confirming, click Install.
- After installation is complete (the **Results** window displays a successful installation), click **Close**.
- After successful installation of IIS 7.5 on Windows Server 2008 R2, you must verify the following advanced settings:
  - Enable 32-Bit Applications is set to True.
  - Idle Time-out (minutes) is set to 0 (zero).

Use the following guidelines:

- a. On the taskbar, click Start > Administrative Tools > Internet Information Services (IIS) Manager to open the Internet Information Services (IIS) Manager window.
- b. In the Internet Information Services (IIS) Manager tree pane, expand Server, and then click Application Pools to display the DefaultAppPool in the Application Pools list.

Figure 58 DefaultAppPool - Advanced Settings

		Actions
Api Api	lication Pools	Add Apple atom Pod
This page lets	to view and manage the list of application pools on the server. Application pools are associated with worker	Set Application Pool DeFault
processes, con	an one or more applications, and provide isolation among different applications.	Application Pool Tasks
PRov1.	R 🔛 🖙 🗣 Show All   Group by: Na Grouping	> 3at
iereer Borlandar	Status JACT Prame Hanaged Post   Stretty Applications	C Revola
the second	Add Appellation Proc.	Edit Application Pool
	Set Application Pool Def aults	Bask Settings
	B- SLAT	Recycling
	9xp	Advanced Settings
	2 Recycle	Rename
	Baix Settings Reciding	× Remove
	Advanced Settings	View Applications
	Parane	1 Heb
	× Ramory	Onitre Help
	Vew Applications	
	0 mb	
	Online help	

c. Right-click the **DefaultAppPool** and select **Advanced Settings** to open the **Advanced Settings** window.

	(General)	<u> </u>	
	.NET Framework Version	No Managed Code	
1	Enable 32-Bit Applications	True	
	Managed Pipeline Mode	Classic	
	Name	DefaultAppPool	
	Queue Length	1000	
	Start Automatically	True	
Ξ	CPU		
	Limit	0	
	Limit Action	NoAction	
	Limit Interval (minutes)	5	
	Processor Affinity Enabled	False	
	Processor Affinity Mask	4294967295	
Ξ	Process Model		
	Identity	LocalSystem	
4	Idle Time-out (minutes)	0	
	Load User Profile	False	
	Maximum Worker Processes	1	
	Ping Enabled	True	
	Ping Maximum Response Time (second	90	
	Ping Period (seconds)	30	
	Shutdown Time Limit (seconds)	90	
	Startup Time Limit (seconds)	90	
=	Process Orphaning		
	Enabled	False	
	Executable		
	Executable Parameters		

Figure 59 Advanced Settings

- d. In the *General* section, ensure that **Enable 32-Bit Applications** is set to **True**.
- e. In the *Process Model* section, ensure that Idle Time-out (minutes) is set to 0 (zero)

14. Continue with "Installing or Upgrading WDM Enterprise Edition."

# Installing IIS 7.5 on Windows 7

By default, IIS 7.5 is not installed on Windows 7. You can install IIS by using the *Turn Windows Features on or off* wizard in *Programs and Features*.

- 1. On the taskbar, click Start > Control Panel to open Control Panel.
- 2. Click Programs > Programs and Features, and then on the left pane click Turn Windows Features on or off to open the Windows Features window.
- 3. Scroll to Internet Information Services.

Figure 60 Internet Information Services

💽 Windows Features	×
Turn Windows features on or off	0
To turn a feature on, select its check box. To turn a feature off, clear it check box. A filled box means that only part of the feature is turned or	
Internet Explorer 8	
Internet Information Services	
Internet Information Services Hostable Web Core	
🕀 🔽 📔 Media Features	=
🕀 🔳 📗 Microsoft .NET Framework 3.5.1	
🕀 💷 📙 Microsoft Message Queue (MSMQ) Server	
🕀 🔳 📗 Print and Document Services	
RAS Connection Manager Administration Kit (CMAK)	
Remote Differential Compression	
🔲 🎍 RIP Listener	
Employee Services for NFS	
Find the set of t	Ŧ
OK	2

4. Expand Internet Information Services.

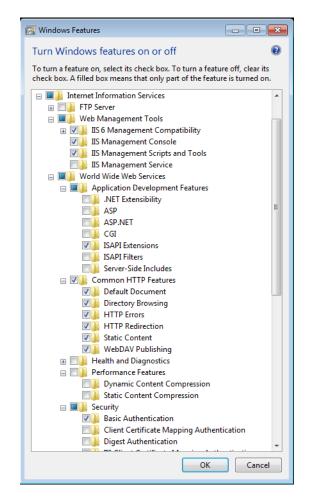
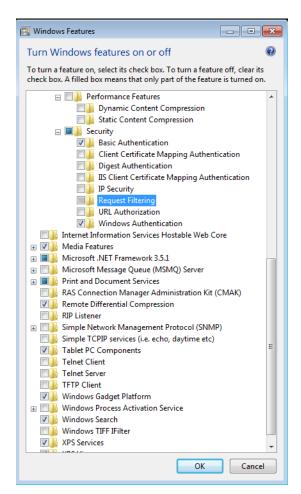


Figure 61 Internet Information Services expanded

- Expand Web Management Tools, and then select the IIS 6 Management Compatibility, IIS Management Console, and IIS Management Scripts and Tools check boxes.
- 6. Expand World Wide Web Services, expand Application Development Features, and then select the ISAPI Extensions check box.
- Under World Wide Web Services, expand Common HTTP Features, and then select the Default Document, Directory Browsing, HTTP Errors, HTTP Redirection, Static Content, and WebDAV Publishing check boxes.
- 8. Under World Wide Web Services, expand Performance Features, and then be sure all options are cleared (*Dynamic Content Compression* and *Static Content Compression* should be cleared).

Figure 62 Request Filtering



9. Under World Wide Web Services, expand Security, select the Basic Authentication and Windows Authentication check boxes, and then be sure that the Request Filtering option is cleared.

10.Click OK to install IIS.

11. Continue with "Installing or Upgrading WDM Enterprise Edition."

# **Using Windows Firewall with WDM**

If you are using Windows Firewall and are running Windows Server 2003 (32-bit), or Windows Server 2003 R2 SP2 (32-bit) with your *WDM Workgroup Edition* or your *WDM Enterprise Edition*, the WDM installer logs on as an administrator and adds the *WDM DHCP Proxy, WDM TFTP, Inetinfo,* and *Rptservicelogs* programs to the *Programs and Services* list on the *Exceptions* tab of the **Windows Firewall** dialog box (for information on adding a program to the Windows Firewall exception list, refer to the Microsoft documentation on the Microsoft Web site).

## **Caution**

*WDM Enterprise Edition ONLY* - This procedure is done on each server on which you performed a WDM installation or upgrade.

Appendix C

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# **Tables**

- 1 Server Hardware Requirements for 32-bit OS 6
- 2 Server Hardware Requirements for 64-bit OS 6
- 3 Server Software Requirements 6
- 4 Communication Ports 7

Installation Guide

Wyse Device Manager™ Release 4.9 Issue: 021512

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