AdminStudio ZENworks Edition
Installation Guide

Version 8.0

macrovision®

AdminStudio 8.0 ZENworks Edition Installation Guide

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AdminStudio 8.0 ZENworks Edition Installation Guide

Introduction

Congratulations on choosing AdminStudio, the premier solution for preparing reliable, manageable applications and patches for enterprise use.

Using AdminStudio to standardize the way you package, test, distribute, and manage your applications ensures higher quality software deployments that save you time and lower TCO.
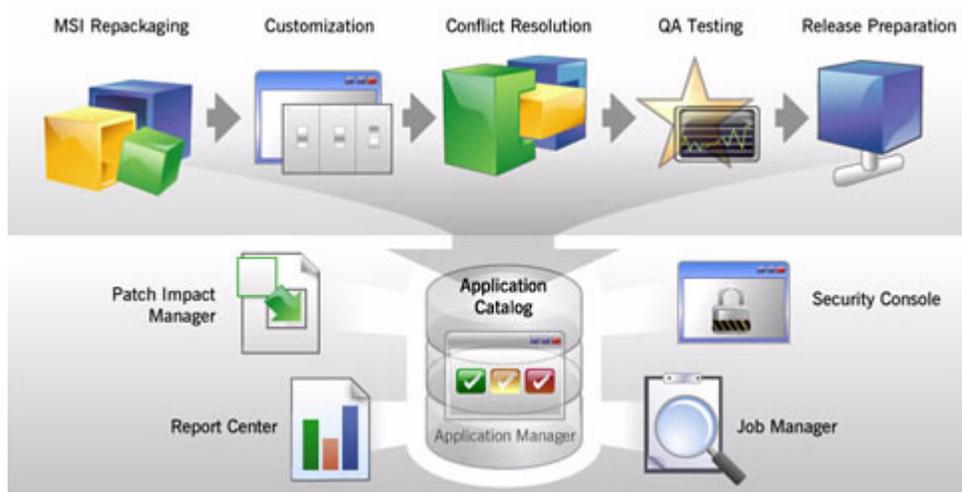
Figure 1-1: Using AdminStudio to Centrally Manage Resources and Packaging Projects

From large corporations managing hundreds of applications to small companies looking for a simple way to migrate software to the Windows Installer (MSI) standard, AdminStudio makes it easy for any organization to maintain reliable software.

- **Migrating Applications to Windows Installer**—AdminStudio's automated, intelligent tools make it easy to quickly convert any application to MSI and take advantage of cost-saving benefits such as self-healing, rollback, and install-on-demand.

- **Centrally Managing Resources and Packaging Projects**—Besides powerful software packaging technology, enterprises looking to standardize packaging across their organization need centralized management tools. AdminStudio has the enterprise-class functionality organizations need to effectively manage all the people, projects, and data involved in the packaging process.

Information about installing the AdminStudio ZENworks Edition is presented in the following sections:

Table 1-1: Installing AdminStudio 8.0 ZENworks Edition

Topic	Content
System Requirements	Lists the hardware and software requirements for the components of the AdminStudio client tools.
Installing AdminStudio 8.0 ZENworks Edition	Explains how to install AdminStudio client tools program features including the Web-based features (SMS Web Console and Predeployment Test Results Web site).

AdminStudio Components

AdminStudio 8.0 is distributed in the following Editions, each of which includes a different set of components:

- ZENworks Edition
- Standard Edition
- Professional Edition
- Enterprise Edition

ZENworks Edition

The following components are included with AdminStudio 8.0 **ZENworks Edition:**

Table 1-2: AdminStudio ZENworks Edition Features

Icon	Component
	Distribution Wizard Distribution Wizard is used to prepare applications and patches for deployment. A fully functional version of the Distribution Wizard that is customized for ZENworks is included in the AdminStudio ZENworks Edition.
	Repackager You can use Repackager or repackage and convert Novell ZENworks projects (.axt/.aot) into Windows Installer packages. Full Repackager functionality is provided in the AdminStudio ZENworks Edition, except for InstallScript MSI Conversion. *Edition: InstallScript MSI Conversion is available in AdminStudio Standard, Professional, and Enterprise Editions.*
	Tuner You can use Tuner to create a transform file to add to, modify, or remove information from a Windows Installer package. In the AdminStudio ZENworks Edition, Tuner is used in the Customize Step of the Process Assistant instead of InstallShield Editor. *Edition: InstallShield Editor is included in AdminStudio Standard, Professional, and Enterprise Editions.*

Also, there are several more differences:

- **Restricted Application Catalog access**—ZENworks Limited Edition users cannot create a new Application Catalog or connect to any other Application Catalog except `sample.mdb`, the catalog shipped with AdminStudio for use in limited editions.

- **Projects and Workflow Templates** functionality is not included.

Edition Notes

Because the AdminStudio Help Library contains topics on all of AdminStudio's tools, topics that are not available in the ZENworks Edition include one of the following notes:

Standard Edition: This feature is included with AdminStudio Standard, Professional, and Enterprise Editions.

Professional Edition: This feature is included with AdminStudio Professional and Enterprise Editions.

Enterprise Edition: This feature is included with AdminStudio Enterprise Edition

Standard Edition

The following components are included with AdminStudio 8.0 **Standard Edition**:

Table 1-3: Components Included in AdminStudio 8.0 Standard Edition

Icon	Component
	Application Isolation Wizard Reduce versioning conflicts by modifying an application so it always loads the versions of components—such as DLLs—with which it was originally developed and tested.
	Distribution Wizard Prepare applications and patches for deployment using virtually any distribution system.
	InstallShield Editor 12 Customize Windows Installer packages directly, or author new packages.
	Process Workflow Management Use the process-oriented interface on the Projects tab to help you and your team step through a list of tasks required to complete a procedure, and to help you visually track your progress. Projects are based upon existing Workflow Templates.
	Repackager Use to convert existing legacy installations into Windows Installer packages, and to customize and distribute the package according to your organization's needs.
	Tuner Use to create a transform file to add to, modify, or remove information from a Windows Installer package.

Professional Edition

AdminStudio 8.0 **Professional Edition** includes all of the **Standard Edition** components plus the following additional components:

Table 1-4: Components Included in AdminStudio 8.0 Professional Edition

Icon	Component
	Application Manager Import applications into the Application Catalog and organize those applications.
	ConflictSolver Identify and eliminate software conflicts before deployment.
	OS Snapshot Use to capture your basic operating system configuration. You can then import this snapshot into the Application Catalog database so that you can use ConflictSolver to identify potential conflicts between Windows Installer packages and your operating system.
	Predeployment Test Determine if a Windows Installer package will succeed or fail when it is installed in production.
	Quality Monitor Test a Windows Installer-based application in the targeted deployment environment to ensure the application works as expected.

Enterprise Edition

AdminStudio 8.0 **Enterprise Edition** includes all of the **Professional Edition** components plus the following additional components:

Table 1-5: Components Included in AdminStudio 8.0 Enterprise Edition

Icon	Component
	Job Manager Use to automate time consuming application migration tasks, saving you time and enabling you to enforce standardized business practices on the packaging process.
	PackageExpert Quickly run and resolve a series of tests on Windows Installer packages to improve their overall quality and their deployment readiness.
	Patch Impact Manager Review Windows OS and Microsoft application patches and test the impact they will have on your environment before they are deployed.
	Report Center Report on or view all of the information regarding the applications in your Application Catalog from a single location.

Table 1-5: Components Included in AdminStudio 8.0 Enterprise Edition (cont.)

Icon	Component
	Security Console Define the roles and privileges that users and groups will have on a given Application Catalog.
	Software Repository Store multiple versions of a package in the Software Repository. Also, when you perform an ad-hoc import of transform and patch files into the Application Catalog, Application Manager will determine which software package in the Application Catalog the transform or patch file is associated with.

Welcome to Macrovision

Macrovision Corporation is the market leader in electronic licensing, installation, and digital rights management (DRM) technologies. Over 50,000 software vendors and virtually all of the Fortune 1,000 companies use Macrovision's technologies to maximize the value of their software.

Software Value Management solutions bridge the gap between pricing and packaging software on the development side, and purchasing and managing that software on the enterprise side. Macrovision markets the FLEXnet Software Value Management platform, which includes the InstallShield suite of software installation, repackaging, and update solutions; these solutions are deployed on more than 500 million desktops worldwide. Macrovision holds more than 910 software licensing, DRM, and content protection patents worldwide. Macrovision is headquartered in Santa Clara, California, and has offices worldwide.

Macrovision Solutions

Maximize the Value of Your Software

Software Value Management is a set of best practices that enables software vendors and their enterprise customers to maximize the value of the software applications they create, use, and maintain.

After an application is developed by the engineering department, publishers use Software Value Management tools to maximize the application's revenue potential. These tools include installers and licensing tools that help publishers flexibly package, price, and protect their products. Their enterprise customers use Software Value Management tools to maximize the productivity that they get from the software they purchase. These tools enable corporate IT staff to repackage applications, resolve potential conflicts, optimize license purchases, and manage updates.

Table 1-6: Macrovision Software Value Management Solutions

Industries & Activities	FLEXnet Software Value Management Solutions
Software Vendors: • Market Software • Sell Software • Distribute Software • Service Software • Renew Software	• **InstallShield and InstallAnywhere**—Tools for authoring installations and software management for any operating system. • **FLEXnet Publisher**—Price, package, protect your product, and manage software licenses throughout the product's lifecycle to better meet market needs and maximize revenue.
Enterprise IS and IT: • Buy Software • Prepare & Deploy Software • Maintain Software • Renew Software	• **InstallShield and InstallAnywhere**—Tools for authoring installations and software management for any operating system. • **FLEXnet Publisher**—Price, package, protect your product, and manage software licenses throughout the product's lifecycle to better meet market needs and maximize revenue. • **AdminStudio**—Application packaging, customization, testing, and workflow management for the enterprise. • **FLEXnet Manager**—Maximize the value of your software assets through accurate usage reporting and centralized license management.

Try a Macrovision Solution Today!

Evaluation copies of Macrovision solutions are available from the Macrovision Web site or from our sales staff. Visit us online at http://www.macrovision.com, or call today at (800) 809-5659 (North America) or (44) (117) 903 0650 (Europe, Middle East, and Africa).

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Macrovision offers more than industry-leading software. We also provide training, technical support, and consulting services that solve all your software installation, updating, and enterprise application management needs.

Expert Training Services

Whether you're a novice or an experienced user wishing to refine your skill set, Macrovision's training courses are the answer.

Macrovision's professional trainers are authorities on installation engineering, updating, enterprise software packaging, software licensing, and license management. They will teach you the skills you need to become an expert.

- Only Macrovision offers classes run by Macrovision-certified trainers.

- Every class features hands-on training for solving real-world issues.

- Private, on-site courses customized to your company's needs are also available.

Visit http://www.macrovision.com/services/education/index.shtml today to learn more or fill out our online form.

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- Choose the maintenance plan that best fits your needs and budget.

- Get personalized assistance from Macrovision's senior engineers and support technicians.

Visit http://www.macrovision.com/support/index.shtml to learn more.

Expert Consulting Services

Macrovision is the premier source for installation engineering, updating, enterprise software packaging, software licensing, and license management services worldwide. Macrovision offers professional consulting services that enable you to accelerate and increase the value you receive from your investments in Content and Software Value Management solutions.

- Get the additional expertise you need to complete your projects on time and on budget.

- Achieve professional results without tying up your company's internal resources.

- Work alongside our experts to learn invaluable techniques and best practices.

Visit http://www.macrovision.com/services/consulting/index.shtml to learn more or fill out our online form.

Additional Contact Information

Below is contact information for Macrovision Professional Services across the world.

Table 1-7: Additional Contact Information for Macrovision Professional Services

Location	Telephone Number
The Americas, Australia, New Zealand	(847) 466-6000
Europe, Middle East, Africa	(44) (117) 903 0650
Asia-Pacific	(81) (3) 5774 6253

Technical Support Resources

Macrovision's Product Support Services team offers a set of comprehensive resources to help you find the answers you need. Comprehensive user documentation for your Macrovision product can be found in the product help library. Also, online resources such as our Knowledge Base provide quick access to years of experience at no cost, while maintenance plans give you more robust support with our expert engineers. Take a look at your options below and see which solution is right for you.

Knowledge Base

The Knowledge Base is accessible from the Support section of the Macrovision Web site at http://www.macrovision.com/support/index.shtml. It contains answers to many commonly asked questions and includes new information about AdminStudio that may not appear in the documentation. Click AdminStudio on this page to open the AdminStudio-specific knowledge base. You can use the Knowledge Base search engine to search articles by phrases, numbers, platforms, and version.

Support Site

In addition to enabling you to search the Knowledge Base, the Macrovision Support site at http://www.macrovision.com/support/index.shtml helps you:

- Obtain AdminStudio updates.

- Submit AdminStudio feedback.

- View webinars.

- Perform AdminStudio registration.

- Obtain AdminStudio white papers, case studies, marketing materials, and training materials.

- Obtain object libraries and sample projects.

Online Communities

The online communities are another excellent resource when you have questions about using AdminStudio. In these communities, users like you share tips and ideas and help each other get the most out of AdminStudio. Visit the communities in the Support section of our Web site, available at http://community.macrovision.com.

Contacting Macrovision Technical Support

Macrovision offers a variety of maintenance plans to fit the individual needs of all of our customers. Please visit http://www.macrovision.com/support/maintenance.shtml to find the plan that suits you best.

Contacting Macrovision Corporation

You may contact us from anywhere in the world by visiting the Macrovision Web site at http://www.macrovision.com.

United States

Table 1-8: United States Contact Information

Office	Address	Telephone
Macrovision Corporate Headquarters Santa Clara Office • Video and Music Technologies • FLEXnet Publisher	Macrovision Corporation 2830 De La Cruz Blvd. Santa Clara, CA 95050	Tel: (408) 562-8400 Fax: (408) 567-1800 Email: corpinfo@ macrovision.com
Macrovision Chicago Office • Licensing Technologies • InstallShield • InstallAnywhere • AdminStudio • FLEXnet Manager	Macrovision Corporation 900 National Pkwy., Suite 125 Schaumburg, IL 60173	Tel: (847) 466-4000 Toll Free (800) 374-4353 Sales: (847) 466-6000 Sales Toll Free: (800) 809-5659 Order Fax: (847) 619-0788
Macrovision San Francisco Office • Games Technologies	Macrovision Corporation 795 Folsom Street 2nd Floor - Suite 200 San Francisco, CA 94107	Tel: (415) 255-3060 Fax: (415) 255-0910 Email: gamesales@macrovision.com
Macrovision New York Office • Information Commerce Group, • eMeta • eRights Suite • RightAccess • RightCommerce • eRights*WEB*	Macrovision Corporation 81 Franklin Street, Suite 500 New York, NY 10013	Tel: (212) 219-4400 Toll Free: (800) 804-0103 Fax: (212) 219-4401

Europe, Middle East, and Africa Region

Table 1-9: Europe, Middle East, and Africa Contact Information

Office	Address	Telephone
Macrovision UK Maidenhead Office	Macrovision UK Ltd. Malvern House 14-18 Bell Street Maidenhead Berkshire, SL6 1BR United Kingdom	Tel: (44) (870) 871 1111 Fax: (44) (870) 871 1161
Macrovision UK/Europe Cheshire Office • FLEXnet Publisher • FLEXnet Manager	Macrovision Corporation Vision House, Priory Court Preston Brook, Cheshire, WA7 3FR United Kingdom	Tel: (44) (870) 873 6300 Fax: (44) (192) 870 6329
Macrovision UK/Europe Cheshire Office • InstallShield • InstallAnywhere • Update Service • AdminStudio	Macrovision Corporation Vision House, Priory Court Preston Brook, Cheshire, WA7 3FR United Kingdom	Tel: (44) (117) 903 0650 German: (44) (192) 870 6315 French: (44) (192) 870 6314 Spanish: (44) (192) 870 6311 Fax: (44) (192) 870 6329
Macrovision France • FLEXnet Manager	Macrovision Corporation 33 rue de Galillée 75016 Paris France	Tel: (33) 1 44 43 53 44 Fax: (33) 1 44 43 53 91 For all InstallShield and AdminStudio inquiries, please call (44) (192) 870-6314
Macrovision Netherlands • FLEXnet Publisher • AdminStudio • FLEXnet Manager	Macrovision Corporation Busitel 1, Orlyplein 85 1043 DS Amsterdam The Netherlands	Tel: (31) (0) 20 403 7673 Fax: (31) (0) 20 403 7676
Macrovision Alicante Office • Games Technologies	Macrovision Corporation Av. Jaime I El Conquistador 1-3 Bajo El Campello Alicante 03560 Spain	Tel: (34) 956 107 771 Email: gamesales@macrovision.com

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System Requirements

Before installing AdminStudio ZENworks Edition, review the following hardware and software requirements for the AdminStudio client tools:

- Hardware and Software Requirements

- Required Oracle Permissions

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 (Professional and Enterprise Editions)

- Software Repository Server (Enterprise Edition Only)

- Installing Internet Information Services (IIS) (Professional and Enterprise Editions Web Tools)

AdminStudio Client Tool Machine

The recommended system configuration for a machine running the AdminStudio 8.0 client tools is

Table 2-1: AdminStudio Client Tool Machine Requirements

Category	Description
Processor	500 MHz or greater
RAM	256 MB or greater (512 MB preferred)
Hard Disk	1.1 GB
Display	Designed for XGA at 1024 x 768 resolution or higher
Operating System	Windows 2000, Windows XP, or Windows Server. Predeployment Test and SMS 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 that will store an AdminStudio Application Catalog database is

Table 2-2: Application Catalog Database Server Requirements

Category	Description
Processor	1 GHz or greater
RAM	512 MB or greater (1 GB preferred)
Hard Disk Space	80GB or greater
Operating System	Windows 2000 Server or Advanced Server (SP3) or Windows 2003 Server
Database Software	AdminStudio 8.0 supports SQL Server and Oracle databases: • **SQL Server 7** (SP4) or 2000 (SP3a), installed with case-insensitive dictionary sort order and ISO-8859-1 character set (use `sp_helpsort` T-SQL command for more information) • Oracle 8i is the minimum requirement, but Oracle 9i or later is highly recommended

Software Repository Server

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

Table 2-3: File Share Server System Requirements

Category	Description
Processor	512 MHz or greater
RAM	512 MB or greater
Hard Disk Space	60 GB or greater
Operating System	Windows 2000 Server or Advanced Server (SP3) or Windows 2003 Server

Installing Internet Information Services (IIS)

Internet Information Services (IIS) is required to be installed on the machine on which you are installing SMS 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.

Required Oracle Permissions

AdminStudio provides full Oracle support. This section provides additional information about using an Oracle database, and the following topics are included:

- Oracle Support Specifications

- Oracle Database Creation Rights

- Oracle Database Name Length Limit

- Oracle Folder Permissions on the AdminStudio Server

Note: *You cannot create Oracle users or change an Oracle password directly from AdminStudio. To perform these security tasks, use the Oracle Enterprise Management Console.*

Oracle Support Specifications

To connect to an Oracle database, the following software is required.

Table 2-4: Oracle Support Software Requirements

Requirement	Oracle Server	AdminStudio Server
Oracle Version	Oracle 8.1.7 or higher (on both Windows and Linux based servers)	Oracle 9.2 client software (even for working with an 8i version database on the Server)
Microsoft .NET Driver for Oracle	N/A	Required
Oracle Provider for OLE DB 9.2.0.4.0	N/A	Required **Note:** *This driver allows PackageExpert to connect to Oracle.*
Oracle Net Services	N/A	Required

Oracle Database Creation Rights

For AdminStudio users to be permitted to create a new Oracle database, they need to be assigned the following predefined Oracle roles and privileges:

Table 2-5: Oracle Database Creation Rights

Oracle Role/Privilege	Description
CREATE TABLESPACE	Required because AdminStudio assigns a different table space to every new database.
CREATE USER	Required to create a new dummy user corresponding to the new database.
CREATE ROLE WITH ADMIN OPTION	AdminStudio passes this role to the new dummy user so that it can create Oracle roles when working with the database.
CONNECT WITH ADMIN OPTION	AdminStudio passes CONNECT to the new dummy user so that it can create a database schema to hold the new database.
RESOURCE WITH ADMIN OPTION	AdminStudio passes RESOURCE to the new dummy user so that it can create schema objects.
SELECT_CATALOG_ROLE	Required to query the Oracle data dictionary, which is used to look up existing data file information while creating new data files and querying other data dictionary views.
ANALYZE ANY WITH ADMIN OPTION	Required because after the database is created, AdminStudio runs ANALYZE TABLE on some of the database tables internally. The WITH ADMIN option is needed because this privilege is passed to an admin role for the new Oracle database.
CREATE ANY INDEX WITH ADMIN OPTION	Required to have the capability to create indexes.

⚠️

Caution: When you create a new Oracle database, the database name cannot exceed 15 characters in length and it must be one word (no spaces).

Oracle Database Name Length Limit

When you create a new Oracle database, the database name cannot exceed 15 characters in length and it must be one word (no spaces).

Oracle Folder Permissions on the AdminStudio Server

On the AdminStudio Server machine, special permissions need to be assigned on the `Bin` folder in the Oracle Home directory. You need to select the `Bin` folder and add the following user:

- **Windows 2003 Server** – Add the `NETWORK SERVICE` user.

- **Windows 2000 Server** – Add the `ASPNET` user.

Also give that user `READ` and `EXECUTE` permissions on the **Security** tab.

Note: The user NETWORK SERVICE only exists for Windows 2003 Server. If you are installing on Windows 2000 Server, this step is not necessary. For other operating systems, ASP.NET is used.

Task   ***To set Oracle Folder Permissions for Windows 2003 Server***

1. On the machine where AdminStudio is being installed, select the `Bin` folder in the Oracle Home directory and select **Properties** from the context menu. The Properties dialog box opens.

2. Click the **Security** tab. The **Security** tab opens.
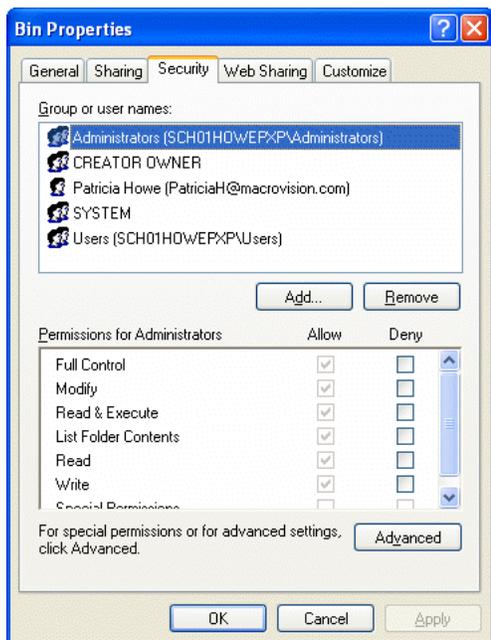
3. Click **Add**. The **Select Users, Computers, or Groups** dialog box opens.
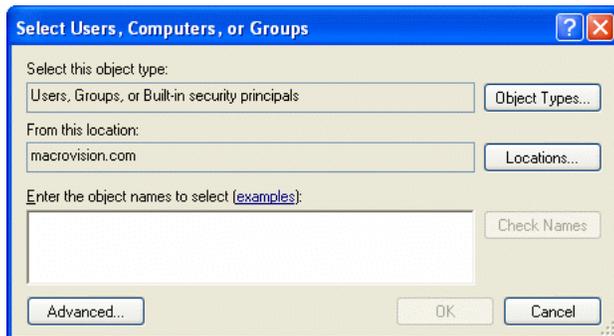
4. Add the NETWORK SERVICE (for Windows 2003 Server) or ASPNET (for Windows 2000 Server) user. The user is now listed on the **Security** tab.
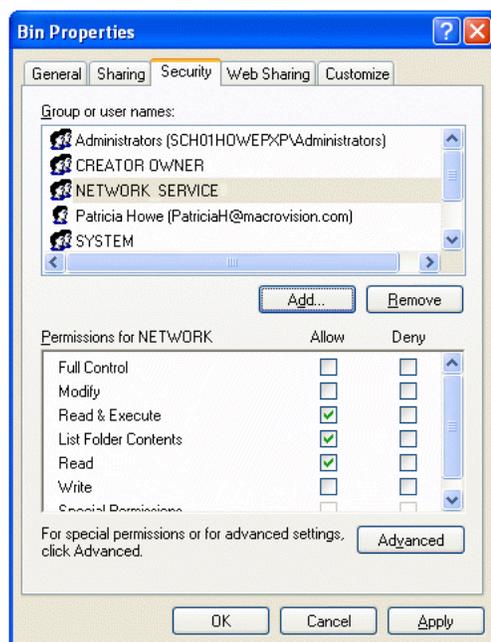
5. Make sure that this new user is assigned **Read & Execute** permission.

3

Installing AdminStudio 8.0 ZENworks Edition

Instructions for installing AdminStudio 8.0 ZENworks Edition is presented in the following sections:

Table 3-1: Installing AdminStudio 8.0 ZENworks Edition

| Section	Description
Performing the Installation	Explains how to run the AdminStudio ZENworks Edition installation.
Registering and Activating Your Product	Explains how to enter your ZENworks Edition serial number and activate your product.
Upgrading Your Product Edition	Explains how to upgrade from AdminStudio ZENworks Edition to either AdminStudio Standard Edition, Professional or Enterprise Editions.
Activation Troubleshooting	Explains how to resolve common activation problems.
Support Resources	Provides links to Macrovision support resources.

Performing the Installation

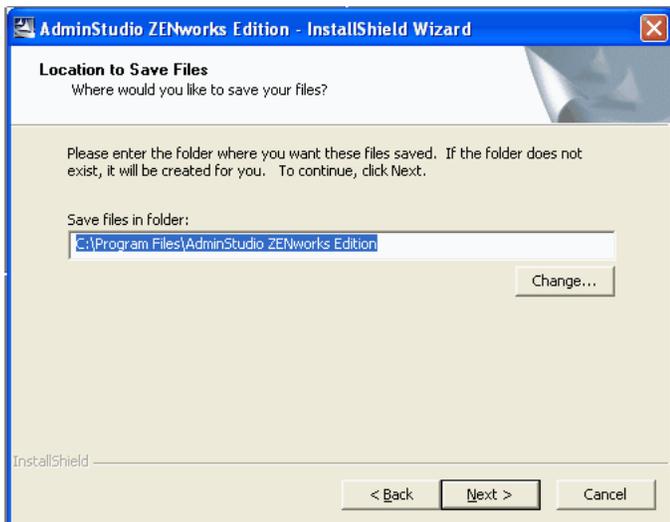To install AdminStudio 8.0 ZENworks Edition, perform the following steps.

☑

*Task*   ***To install the AdminStudio ZENworks Edition:***

1. Launch the installation program. The **Welcome** panel opens.
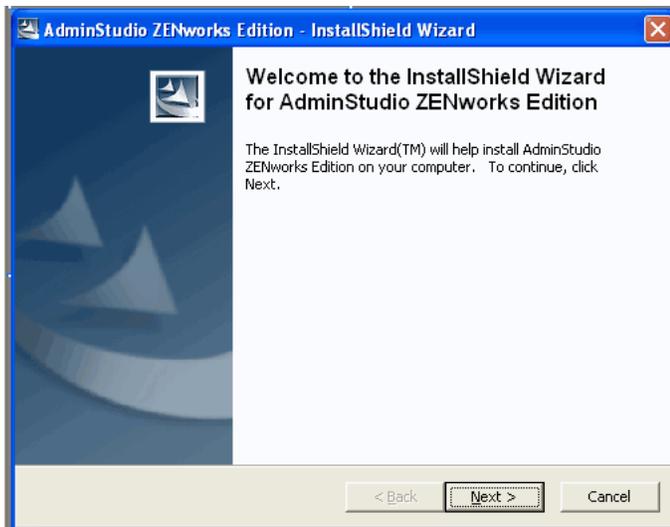
2. Click **Next**. The **Location to Save Files** panel opens, prompting you to select a location to install this program.

3. Specify the **Save files in folder** location and click **Next**. The **Extracting Files** panel opens, and the InstallShield Wizard extracts the files necessary to install AdminStudio 8.0 ZENworks Edition on your computer.
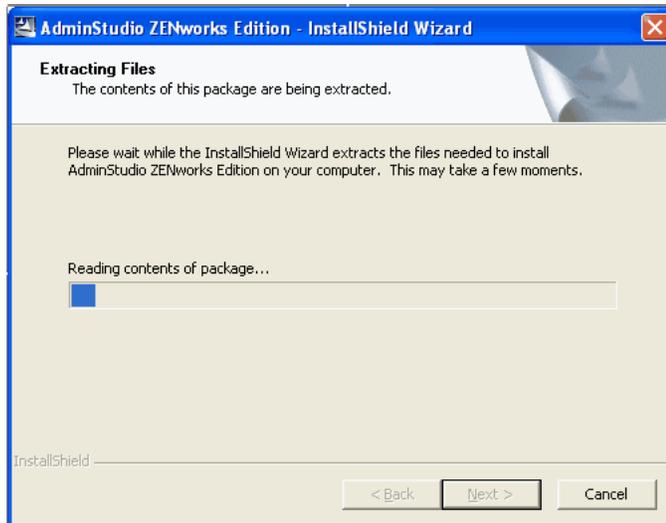
When the InstallShield Wizard has finished extracting the installation files, you are prompted to install Microsoft .NET Framework 2.0 (if it is not already installed on your machine).
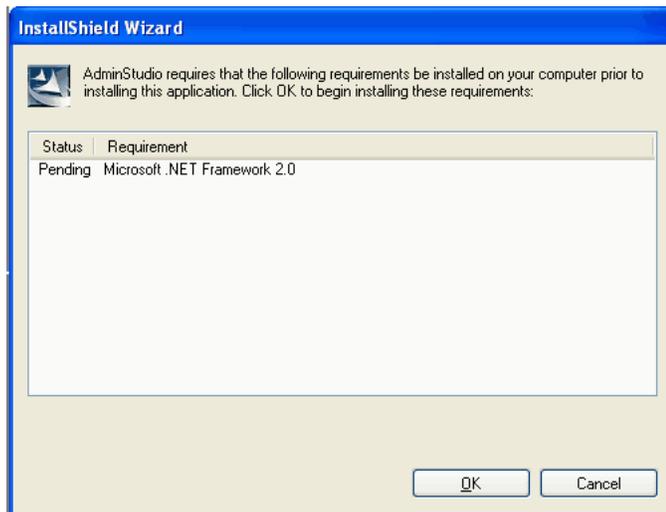
Note: If Microsoft .NET Framework 2.0 is already installed on your machine, skip to *Step 8*.

4. Click **OK** to begin the installation of **Microsoft .NET Framework 2.0**. The **Welcome to Microsoft .NET Framework 2.0 Setup** panel opens.
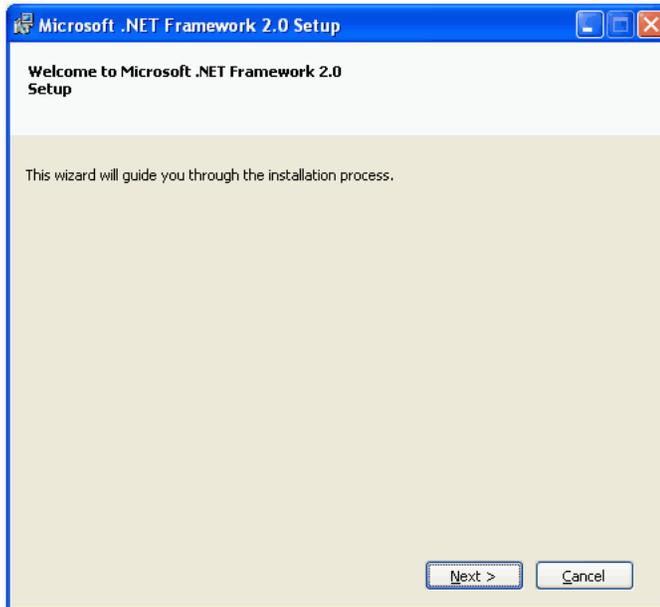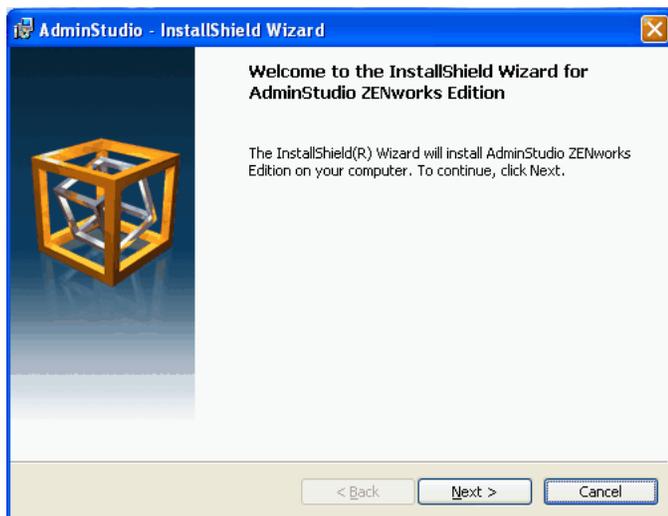

5. Click **Next**. The **End-User License Agreement** panel opens.

6. Select the **I accept the terms of the License Agreement** option and click **Install**. The Microsoft .NET Framework 2.0 components are installed.

7. When installation of the Microsoft .NET Framework 2.0 components has been completed, click **Finish**. The InstallShield Wizard for AdminStudio ZENworks Edition **Welcome** panel opens.

8. On the InstallShield Wizard for AdminStudio ZENworks Edition **Welcome** panel, click **Next**. The **License Agreement** panel opens.

9. Select the **I accept the terms in the license agreement** option and click **Next**. The **Customer Information** panel opens.
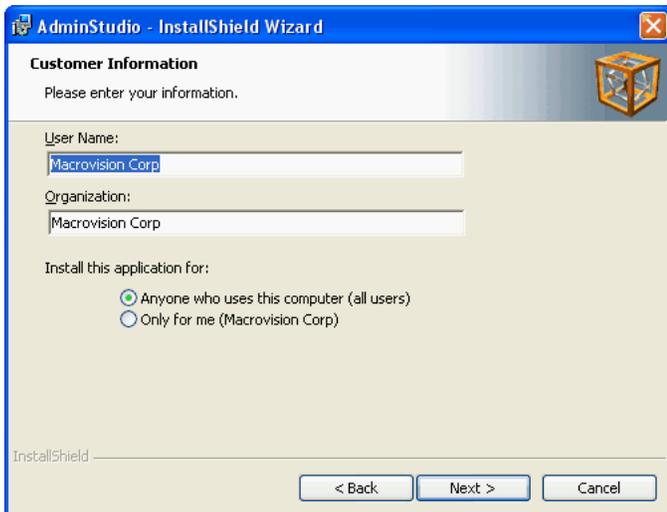
10. Enter a **User Name** and **Organization** name to identify this installation of AdminStudio.

11. To limit the use of this application to only the user who was logged in when the software was installed, select the **Only for me** option. To allow anyone who logs on to this computer to run this software, select **Anyone who uses this computer**.

12. Click **Next**. The **Destination Folder** panel opens.

13. 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. The `AdminStudio Shared` directory contains 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.

14. Specify the location of your organization's `Shared AdminStudio` directory, and click **Next**. The **Ready to Install the Program** panel opens.
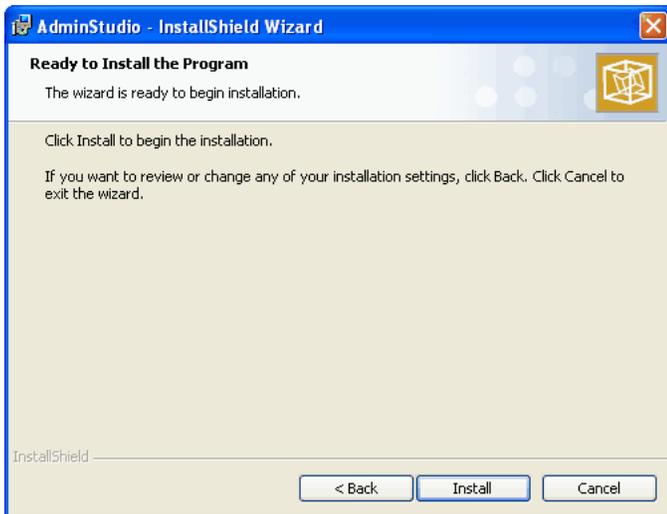
15. Click **Install** to begin the installation process.

16. When the installation process is complete, the **InstallShield Wizard Completed** panel opens. Click **Finish** to exit the wizard. The **AdminStudio ZENworks Edition Serial Number Registration** page opens in a Web browser. Proceed with Registering and Activating Your Product.

Registering and Activating Your Product

To register and activate your installation of AdminStudio ZENworks Edition, perform the following steps:

Task   ***To register and activate your installation of AdminStudio ZENworks Edition:***

1. When you complete the ZENworks Edition installation, the **AdminStudio ZENworks Edition Serial Number Registration** page opens in a Web browser.
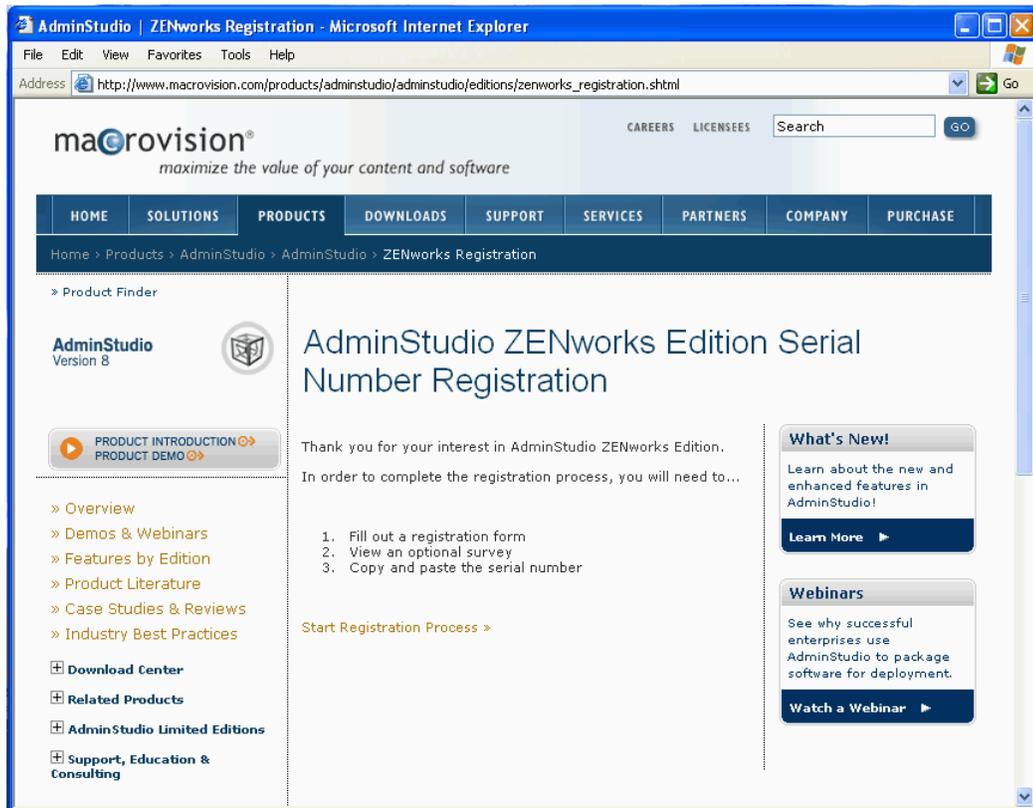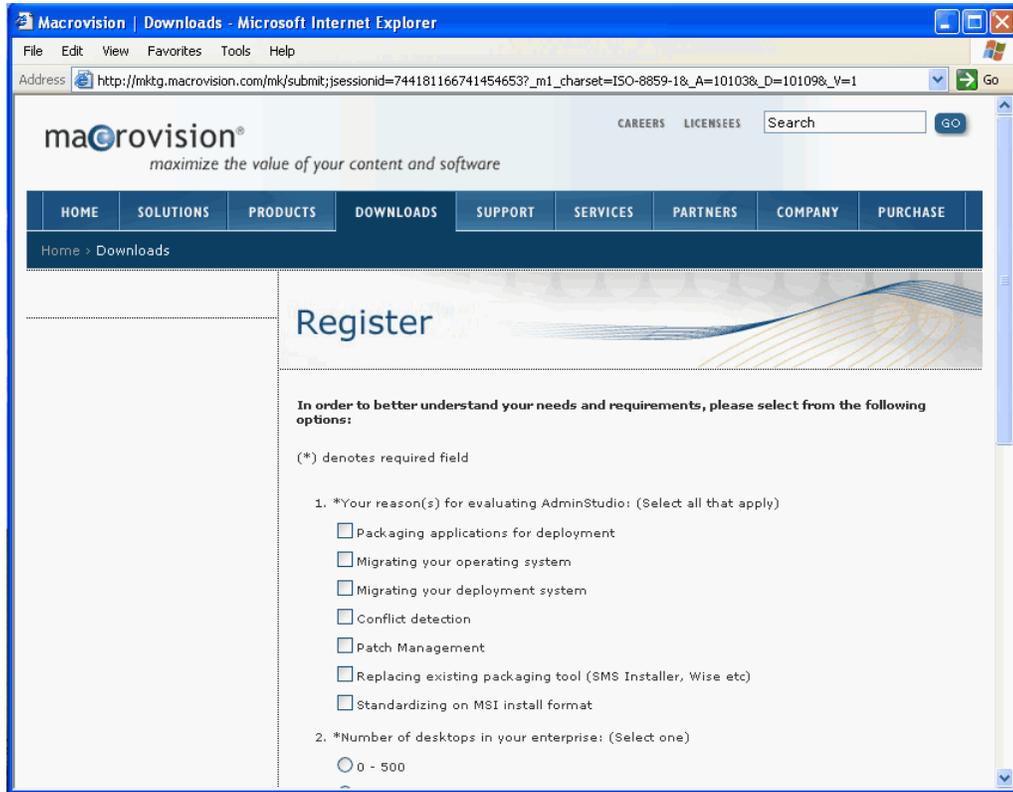

Note: *To access this page, you can also go to the following Web address:*

*http://www.macrovision.com/products/adminstudio/adminstudio/editions/zenworks_registration.shtml*

**2.** Click **Start Registration Process**. The **Register** page opens:
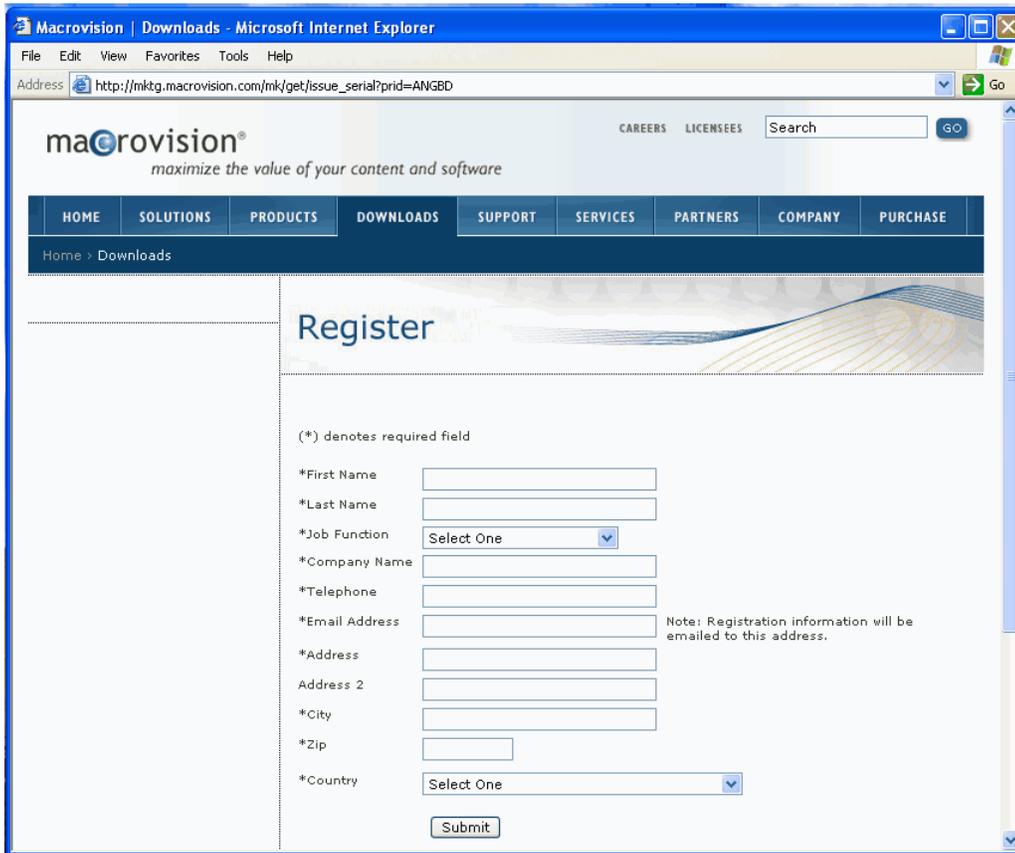
3. Enter the requested information and click **Submit**. You are then prompted to answer a series of questions.

4. Answer the questions and click **Submit**. The **AdminStudio ZENworks Edition Serial Number** page opens, providing the serial number you can use to activate your copy of AdminStudio ZENworks Edition.
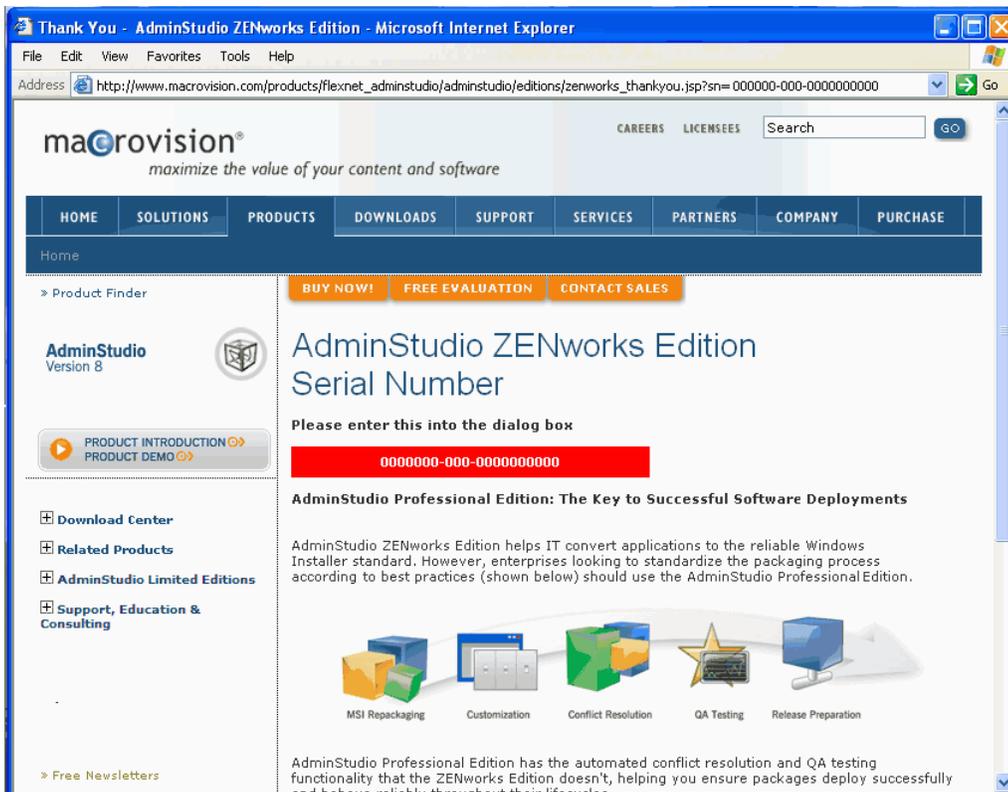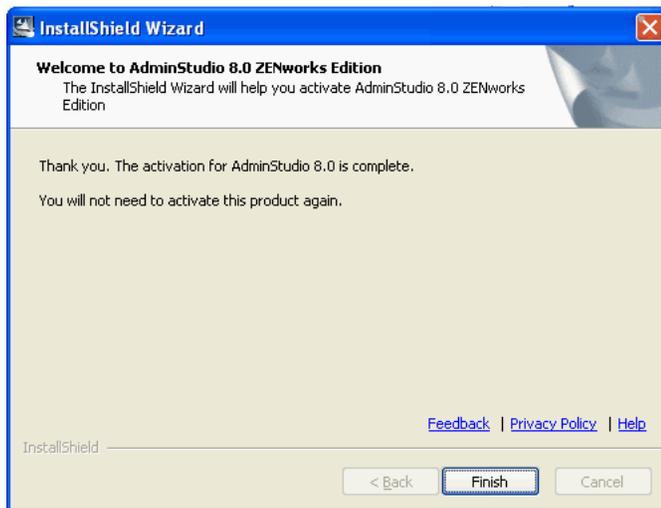

5. Copy the serial number on this page.

6. Launch AdminStudio 8.0 ZENworks Edition. The **Welcome to AdminStudio 8.0 ZENworks Edition** dialog box opens, prompting you to choose either to activate the ZENworks Edition or to evaluate the Professional Edition (for 30 days).
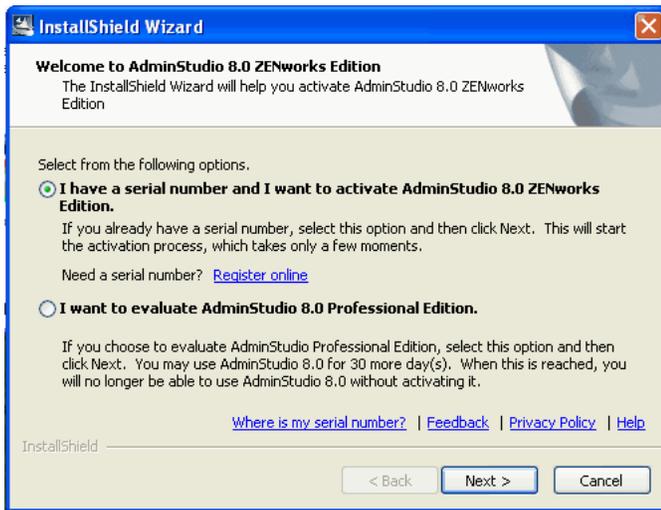
7. Select the **I have a serial number and I want to activate AdminStudio 8.0 ZENworks Edition** option and click **Next**. You are then prompted to enter your ZENworks Edition Serial Number.

8. Enter your ZENworks Edition **Serial Number** and click **Next**. Your program is activated. When activation is complete, a message appears.

**9.** Click **Finish**. AdminStudio 8.0 ZENworks Edition opens.

Upgrading Your Product Edition

If you ever want to upgrade from AdminStudio ZENworks Edition 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.

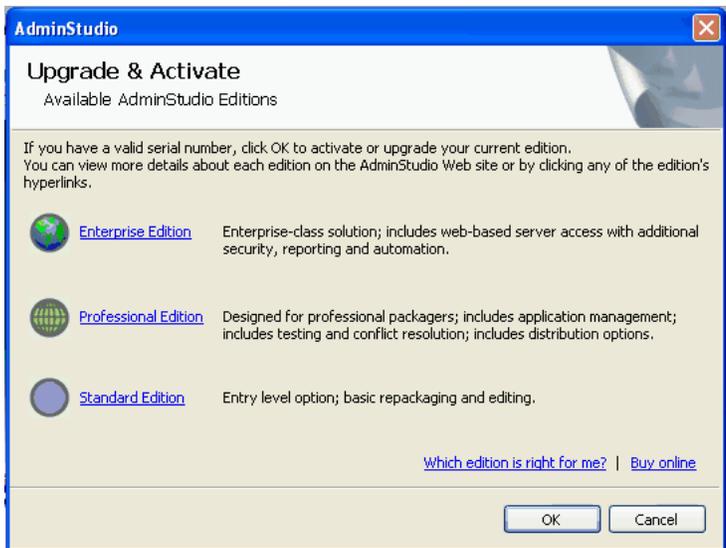**Task**   ***To upgrade your AdminStudio Edition:***

1. Contact Macrovision Sales and obtain a Serial Number for the Edition that you want to upgrade to: Standard, Professional, or Enterprise.

2. Launch AdminStudio.

3. On the **Help** menu, click **About AdminStudio**. The **About AdminStudio ZENworks Edition** dialog box opens.
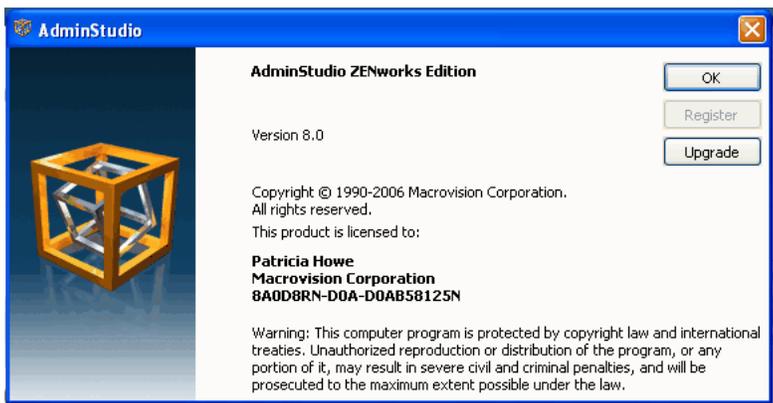
4. Click the **Upgrade** button. The **Upgrade and Activate** dialog box opens.

> *Note: If you have not already purchased a Serial Number for an AdminStudio Edition, you can click the **Buy online** link on this dialog box to open the Macrovision Online Store.*

5. Click **OK** to upgrade your Edition. The **Welcome to AdminStudio 8.0 ZENworks Edition** dialog box opens prompting you to enter the Serial Number of the Edition that you want to upgrade to.

6. Enter the new Serial Number of the Edition you purchased and click **Next**. After a few seconds, you receive a message that activation is complete.

7. Click **Finish**. A message appears stating that you have successfully activated the upgraded Edition of AdminStudio and that AdminStudio will now restart.
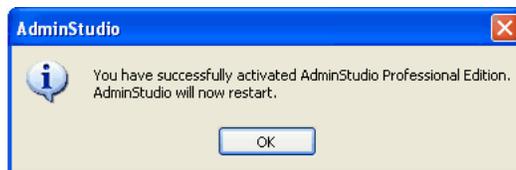
8. Click **OK**. After AdminStudio restarts, the functionality of the upgraded Edition is immediately available to you.

> *Note: For additional information on the installation and configuration of AdminStudio Standard, Professional, and Enterprise Editions, see the AdminStudio 8.0 Client Tools Installation Guide and the AdminStudio Enterprise Server 8.0 and Workflow Manager 4.0 Installation Guide.*

Activation Troubleshooting

AdminStudio is protected by Macrovision's 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 a Macrovision-hosted 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

- Offline Activation Via Email

- Activating Products Silently

General Troubleshooting

The following troubleshooting steps should resolve most activation issues:

- General Troubleshooting Steps

- Virtual Environments

- Authenticated Proxy Support for Activation

- Additional Support

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 Registering and Activating Your Product.

- **Disable any firewalls or proxy settings.** Certain firewall and proxy configurations can prevent the Activation Service from communicating with Macrovision's 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 Offline Activation Via Email

- **Check the Serial Number**. Confirm that the Serial Number you are entering is correct, and that it has been entered in the format XXXXXXX-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 11.x and AdminStudio 7

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.

Additional Support

If you are still having trouble activating your product, there is additional help available:

- **Product Activation FAQs**—For a list of frequently asked questions regarding product activation, you can review the Activation FAQs.

- **Macrovision Activation Support Site**—For more information about activating your product, you can visit the Macrovision Activation Support Site.

Offline Activation Via Email

If you are unable to activate through the automatic online method, an email activation is required.

Email activation requires you to send an email (which is auto-generated by your product) to a Macrovision customer service representative. This email contains two pieces of information: a Serial Number and an activation request code. Using this information, the customer service representative will verify the product's license and Serial Number are valid, unlock your product for use and send an email back to you with an activation response code.

Note: *For more information on activating by email, please see the following knowledge base article:*

Activation and Deactivation Information for InstallShield and 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: XXXXXXX-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.

Support Resources

For additional information on the AdminStudio ZENworks Edition and your upgrade options, visit the AdminStudio ZENworks Edition Web site at:

http://www.macrovision.com/products/flexnet_adminstudio/adminstudio/editions/zenworks.shtml

Macrovision Support Site

Comprehensive support for your Macrovision product is available at our Support site:

http://www.macrovision.com/support/index.shtml

Purchasing a Support Plan

You can purchase a support plan either the Macrovision Online Store at http://shop.installshield.com or by contacting one of our product consultants at 1-847-466-6000 (or toll free in the U.S. at 1-800-809-5659).