WHITE PAPER

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Rapport Administrative Software

Installation Requirements and Guidelines

Abstract: This white paper identifies the hardware, software, and knowledge base required for the successful installation of the Rapport^{TM} Administrative Software as well as guidelines to ensure proper installation of the application.

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Notice

Rapport Administrative Software
Installation Requirements and Guidelines

KNOWLEDGE BASE AND NETWORK ACCESS REQUIREMENTS

You will need the following technical knowledge and network privileges to properly install the Rapport[TM] Administrative Software:

- A working knowledge of computer networks, database administration, network maintenance and support.

- A firm understanding of TCP/IP and DHCP.

- Domain administrator access. For example, be able to set up and configure user accounts on the network.

HARDWARE REQUIREMENTS

Rapport and related software packages require a minimum of 100 MB of server hard disk space. If you have not installed MSDE or SQL Server and an FTP Server, you will need an <u>additional</u> 100 MB of disk space. If you do not have the available disk space, you may purchase a Rapport Enterprise Edition license that allows you to install individual Rapport components on multiple computers.

SOFTWARE REQUIREMENTS

Rapport is supported on the following operating systems:

- Microsoft Windows NT® 4.0 Server w/Service Pack 5 or higher

- Microsoft Windows NT® 4.0 Terminal Server w/Service Pack 5 or higher

- Microsoft Windows NT® 4.0 Workstation w/Service Pack 5 or higher

- Microsoft Windows 2000 Advanced Server w/Service Pack 1 or higher

- Microsoft Windows 2000 Server w/Service Pack 1 or higher

- Microsoft Windows 2000 Professional w/Service Pack 1 or higher

> **NOTE:** Microsoft Windows 2000 Datacenter Server is not supported.

The following applications must be installed prior to installing Rapport:

- The SNMP Service must be installed and running. Microsoft recommends updating your service pack after installing any services.

- Either Microsoft-SQL Server or Microsoft Data Engine (MSDE) must be installed. MSDE is not installed as part of Rapport, but MSDE 2000 and MSDE 7 are provided on the Rapport Installation CD in the Applications folder. Please note that MSDE 2000 does not work on Windows NT Terminal Server.

- An FTP Server such as Microsoft FTP Services must be installed. War Daemon (FTP services), not automatically installed with Rapport, is provided on the Rapport CD as an alternative FTP service. Instructions for configuring FTP services are included in the help files on the CD.

> **NOTE**: Do not install Rapport where a TFTP service or PXE/Proxy service is already installed.

INSTALLATION GUIDELINES

Once you have met the requirements stated above, refer to the guidelines below to begin the installation of Rapport.

- Close all persistent drive mappings to the machine on which Rapport will be installed and reboot the machine. This allows Rapport to use the proper security tokens and prevents any credential conflicts during the Rapport install process.

- Make sure you have the following information available:

    - The username and password Rapport will use to log on to the FTP Server.

    - The FTP root folder that the Rapport user logs on to.

    - The FTP Server name you are using for Rapport.

    - The SQL Server username and password.

    - The SQL Server Data folder location.

    - The computer name of the machine Rapport will be installed on.

        > △ **CAUTION:** The Rapport installation program must REBOOT the machine in order to successfully complete the installation process. If this is a production server, be sure that no other applications or users will be affected by the reboot.

- Log on as administrator to the target domain, and then install Rapport on that domain. (For security reasons, Rapport must be installed on a domain.)

    > **NOTE:** If a domain is not available, install Rapport then contact technical support for information on how to properly configure Rapport.

- Enter the Rapport sale key, when prompted; otherwise, use the default workgroup sale key.

- Install the Visual Basic Scripting Host (Windows Script Host) provided on the Rapport Installation CD in the Applications folder. Some systems may already have this application installed as a standard component of Internet Explorer.

- Installation notes:

    - If you are installing Rapport on Windows NT Workstation 4.0 or Windows 2000 Professional, you are limited to 10 connections (for example, re-imaging clients at the same time, using multiple Rapport GUIs, etc.) If you exceed this limit you will receive a share connection error. To obtain a maximum of 254 concurrent connections, you must install Rapport on Windows NT Server 4.0 or Windows 2000 Server.

    - If you are installing Rapport on Windows NT Terminal Server 4.0, you must have Microsoft Data Access Components (MDAC) version 2.6 or greater installed. MDAC 2.6 is provided in the Applications directory on the CD. Alternatively, you can download it from http://www.microsoft.com/Data. For all other operating systems, Rapport installs MDAC 2.6 if it does not find an existing MDAC installation or an earlier version.

POST-INSTALLATION

Once Rapport is successfully installed, if you have NTe-based clients, you may need to upgrade each NTe client with the latest Rapport agent. Visit www.compaq.com/support to check the availability of the latest agent.

If a newer agent is available, using Rapport, register the agent software package and distribute it to each client.