

ReSOFT Client Installation User Guide

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Goals

Our main goals in creating the ReSOFT installation management facility were to:

- Have a single installation executable, per branded ReSOFT client.
- Let you enter site specific configuration information directly on the ReSOFT installation server at HandsFree Networks via a browser based interface, with no manual steps between data entry on the ReSOFT installation management facility, and installation of the ReSOFT client at your customer sites.
- Let you define the set of DARTs (Scripts) that should be enabled at client start-up on a site-by-site basis, or once for all sites, matching each sites' requirements prior to installation. The start-up configuration should be automatically enabled as the last step in the ReSOFT client installation process.
- Allow maximum flexibility in the deployment of the ReSOFT client to support task oriented, time-limited and production installations
- Provide a convenient email-based installation vehicle. In order to expedite site-wide installations, you will be able to configure the ReSOFT installation management facility to send e-mail messages with "one-click" install that link to all, or some users (e.g. users at remote sites).

Logging on

To access the ReSOFT installation server facility from any device with Internet access, start-up your Browser and enter the following URL in the address box:

<https://www.nanoheal.org/main/install/>

After you press enter, the logon screen will appear. Enter your user name and password, and click on the "OK" button or press the Enter key on your keyboard.

This will take you to the *Welcome page* (see below). You are now ready to start using the ReSOFT installation management facility.



Welcome

Installation Management

- **Users:** Manage user information.
- **Sites:** Create and modify site installation and deployment information.
- **Script configurations:** Manage Scrip configurations.
- **ASI servers:** Manage ASI server information.

installation: [users](#) | [sites](#) | [configurations](#) | [servers](#) | [help](#)

user: hfm
September 08, 2009

ReSOFT installation management facility navigation

You can access ReSOFT installation management facility modules by clicking on the links under the **Installation Management** header on the *Welcome page* (see above), or to the right of the installation: label at the upper right-hand corner on any page on the ReSOFT installation management Facility.

The ReSOFT installation management facility modules include:

- **Users:** Manage user information
- **Sites:** Create and modify site installation and deployment information
- **DART (Scrip) configuration:** Manage DART (Scrip) configurations.
- **ReSOFT servers:** Manage ReSOFT server information.

At the top right-hand corner of every page in the ReSOFT installation management facility, you will find the following navigation bar allowing you to easily move among the modules in the facility:

- **Installation:** users | sites | configurations | servers | help

Overview

As described in the Goals section at the beginning of this document, installation related activities performed with the ReSOFT installation management facility cover more than the ReSOFT client installation proper.

The ReSOFT installation management facility is also a deployment mode tool that lets you use the ReSOFT client for sales support, professional services revenue generation, and ongoing management and support.

To ensure maximum flexibility in the deployment of the ReSOFT client, we have structured the installation process into two phases:

- Start-up
- Follow-on

For each phase you can define the ReSOFT client configuration selecting the DARTs (Scrips) you want enabled. You can also define the duration of each phase. In this way, you can deploy the ReSOFT client to

- Perform selected tasks you specify, and then uninstall it. An example would be using the ReSOFT client to perform a system survey, disk defragmentation, clean up temp files, apply selected patches, and then uninstall itself.
- Demonstrate the capabilities of the ReSOFT offering by running a few DARTs (Scrips) that you specify (the "demo"), and then go into dormant state. In this scenario, you can configure the ReSOFT client to uninstall itself after a fixed time period.

- Perform in production mode for a fixed period of time. The client runs normally for a fixed time period, and then either uninstalls itself or goes into dormant state.

At any point in time during either the start-up or follow-on phases, you can also remotely uninstall, or activate the ReSOFT client to run normally either using the ReSOFT server site configuration module or the ReSOFT installation management server.

ReSOFT client installation and deployment process

To install the ReSOFT client at a new site you need to create a site record for that site on the ReSOFT installation server. After a site record is successfully created, the ReSOFT installation management facility will assign a ten-digit code that uniquely identifies the site.

This code will be the only input necessary when installing the ReSOFT client at the site.

The steps for creating a site specific installation record are:

- Log onto the ReSOFT installation management facility with the user ID and password assigned to you by HandsFree Networks.
- Create the ReSOFT server record(s). This is where you specify the information about the ReSOFT server the ReSOFT clients at your sites will send their logs to.
- Create DART (Scrip) configurations for start-up and follow-on phases.
- Complete entry of your user information with the rest of the (default) information that will be used for all sites unless changed when creating a site installation and deployment record.
- Create site installation and deployment record(s), and change default information as necessary.
- After you complete entry of site installation and deployment information, the ReSOFT installation management facility stores this information and generates a ten-digit registration code.
- You must remember the site registration code, although you can come back to the ReSOFT installation management facility to get it in case you forget. Otherwise, you won't be able to complete deployment of the ReSOFT client at a new site. The site registration code has an internal checksum (check digit) so that it can be checked for typos without contacting the installation server. We use the algorithm used for ISBN numbers to generate the check digit.
- Next, you should run the ReSOFT client installation executable on every system at the site where the ReSOFT client is not installed.
- After execution of the ReSOFT client installation executable on a system is completed, and the ReSOFT client starts running, it is in a dormant configuration with a minimum number of DARTs (Scrips) enabled.
- One of the DARTs (Scrips) that is enabled is the ReSOFT client installation and deployment DART (Scrip) (#223). It runs as soon as the ReSOFT client installation on a system is completed, and checks whether or not the ReSOFT client has been configured. If it hasn't (as

is the case when the ReSOFT client is installed on a new system), the DART (Scrip) generates a dialog box asking for the ten-digit site registration code.

If the ReSOFT client is installed on a system connected to a sub-net where the ReSOFT client is already installed and running on other systems, it performs a series of tasks to facilitate the site registration code entry process:

1. If the ReSOFT client sees responses to the broadcast it sends after the with execution of the installation executable is completed with more than one site code, then it will leave the site registration code box in the dialog box empty, and the dialog box includes the message: *"No default is provided because multiple codes are currently accessible on this sub-net"*.
2. If the ReSOFT client doesn't see any responses to its broadcast, it doesn't enter any suggested site code, and the dialog box includes the message: *"No default code is provided because no codes are currently accessible on this sub-net"*.
3. If the ReSOFT client sees responses to its broadcast with only one site registration code, it uses that site registration code as a suggested value, and the dialog box includes the message: *"The default code provided is the only one currently accessible on this sub-net"*. Please note that the person performing the installation needs to explicitly accept the suggested site registration code value.
4. If the suggested site registration code in 3) is one generated by the ReSOFT client, as in the case of versions of the client that are installed using a custom installation executable (one that has a cust.ini file), then it will be used as the suggested site registration code. However, if the person performing the installation enters a legacy site registration code (one generated from the site name contained in the cust.ini file), the ReSOFT client installation and deployment DART (Scrip) will reject it, and the rejection is accompanied by a dialog box that says: *"Site registration codes for sites where the ReSOFT client was originally installed with a custom installation executable are not valid"*.

The ReSOFT client installation and deployment DART (Scrip) checks the internal consistency of the site registration code, using the check digit, and keeps asking until it gets one that is internally consistent.

Please note that as many as 15-30 seconds elapse from execution of the ReSOFT client installation executable until the dialog box asking for the ten-digit site registration code is displayed.

If you run the ReSOFT client installation executable on multiple systems at the same time (e.g. via a login script), the dialog box will be generated on all the systems. This dialog box has a timeout. It automatically goes away after 60 minutes. Then, after 15 minutes, the systems on which it went away will retry to obtain a valid site registration code, bringing up the dialog box again. This cycle is repeated until a valid site registration code is either entered or approved by a user

In order to automate the entry of the site registration code, you can run the ReSOFT client installation executable using the `/ID=XXXXXXXXXX` command line parameter.

It lets you enter the registration code for a site in the ReSOFT client installation executable command line eliminating the need for any user interaction. The letters in ID are not case sensitive. You can have iD, Id, id etc., etc. There should not be any spaces in the string. There should only be a space that separates the name of the ReSOFT client installation executable file from the command line argument.

For example:

```
hfn-inst-160665.exe /ID=XXXXXXXXXX
```

- Once the ReSOFT client installation and deployment DART (Scrip) has the ten-digit site registration code, it makes a remote call to the ReSOFT installation management facility asking for the site installation and deployment information. This is the information that you entered for the site on the ReSOFT installation management facility; the information that used to be in cust.ini. This information allows the ReSOFT client to be deployed for operational use.
- Please note that first-time ReSOFT client installation always requires the entry of a site registration code, even at sites where the ReSOFT client is already installed and the system where the ReSOFT client is being installed is connected to a sub-net with systems where the ReSOFT client is already installed and running.

Since it controls the application of the start-up and follow-on DART (Scrip) configurations, the ReSOFT client installation and deployment DART (Scrip) effectively manages both the initial installation of the ReSOFT client and its operational deployment.

ReSOFT installation and deployment process detail

When you run the generic ReSOFT client installation executable on the first system at a site where there is no system with the ReSOFT client already installed, the ReSOFT client installation and deployment DART (Scrip) tries to load configuration data from cust.ini.

If that succeeds, a unique registration code is generated from the site name that is in cust.ini. If loading data from the file fails (for example because cust.ini is not present), the ReSOFT client installation and deployment DART (Scrip) prompts the user for the site registration code through a dialog box. The dialog box will pop up until the user has entered a valid site registration code.

If the e-mail distribution option is enabled, the ReSOFT client installation and deployment DART (Scrip) checks for the cookie from the ReSOFT installation management facility that contains the site registration code. The ReSOFT client will look the cookie in the browser (Microsoft Internet Explorer) cookie directory. The location does not matter because the ReSOFT client uses a procedure call into a special API to get the cookie. The cookie is stored by the ReSOFT installation management facility when the user clicks on the URL download link in the ReSOFT client installation e-mail message.

Once the DART (Scrip) has a valid registration code, it tries to contact the ReSOFT installation management facility server (unless the data was loaded from cust.ini). If it fails because the server is unreachable, then DART (Scrip) 223 will use its re-try mechanism to continue to attempt to contact the ReSOFT installation management facility server, as described in the DART (Scrip) 223

configuration help file. If the contact fails because the site is invalid, the ReSOFT client installation and deployment DART (Scrip) will generate a dialog box asking the user for a new registration code. If the contact succeeds, the DART (Scrip) will load and activate the start-up DART (Scrip) configuration. If the DART (Scrip) configuration was loaded from cust.ini, then the ReSOFT client installation and deployment DART (Scrip) loads and activates the follow-on DART (Scrip) configuration. In this way, the ReSOFT client installation process will work at existing sites.

After the start-up DART (Scrip) configuration is loaded and active, the ReSOFT client installation and deployment DART (Scrip) will start the countdown to the start of the follow-on phase. The length of the countdown is equal to the delay you entered in the site installation and deployment information on the ReSOFT installation management facility. Each time the ReSOFT client installation and deployment DART (Scrip) runs, it will recompute the remaining time. When the remaining time passes zero, the DART (Scrip) executes the follow-on action that may consist of loading and activating the follow-on DART (Scrip) configuration, placing the ReSOFT client in a dormant state, or uninstalling it.

ReSOFT client post-deployment changes

You should be extremely careful about using the ReSOFT client installation and deployment DART (Scrip) after deployment of the ReSOFT client at a site is completed. You can use it to:

- Disable or enable DARTs (Scrips) by changing the value of the DARTs (Scrips) enabled at start-up parameter
- Place the ReSOFT clients at a site in start-up configuration mode by giving the Delay before start of follow-on phase (minutes) parameter a value greater than the one originally given. If you do this, you can also change the value of the DARTs (Scrips) enabled at start-up parameter. You can also remove the ReSOFT client at a site by enabling the Check box if you want follow-on action to uninstall ReSOFT client option.
- Remove the ReSOFT client from all systems at a site by enabling the Check box if you want follow-on action to uninstall ReSOFT client option. This can be done independently from changes made to any of the other parameters.

If you accidentally change the value of the Site registration code parameter, the ReSOFT client will prompt you to re-enter the correct value.

If you change the change the value of the Site registration code parameter to another valid registration code, the ReSOFT client will automatically contact the ReSOFT installation management facility to retrieve the site, start-up and follow-on configuration parameters from the new site profile, and re-deploy the ReSOFT client at the site.

Please note that any changes to the Site registration code parameter should be made only via the DART (Scrip) configuration module on the ReSOFT server because changing a site's registration code also changes the password used by the ReSOFT clients when communicating to each other. This means that a change to the registration code made locally will not propagate.

If you want to change the name of a site, creating a new site profile record on the ReSOFT installation management facility is an easy and quick way to make this change remotely. Once the

new site profile record is created, simply change the value of the Site registration code parameter to the new site registration code, ensuring that you make this change using the DART (Scrip) configuration module on the ReSOFT server used by the site.

Email distribution overview

In addition to installing the ReSOFT client by running the generic ReSOFT client installation executable at a site, you can have the ReSOFT client installed using the ReSOFT installation management facility e-mail distribution module.

This is a convenient mechanism for having end-users install the ReSOFT client on their systems without burdening them unduly, without using up a lot of bandwidth to distribute executables, and perhaps most importantly, without asking users to run executables from attached to an e-mail message something that they are actively dissuaded from doing under any circumstance.

Here is how it works. First, you associate a list of e-mail addresses with a site. These addresses can be uploaded from a text file, or entered on the Web page, or both. We also provide a limited facility for editing the list.

Once the list of e-mail addresses is as you want it, you should review the content of the e-mail message that will be sent to end-users. We provide a default e-mail message as part of your user profile. You can modify it, and customize for each site.

The e-mail message contains text explaining to the end-user the purpose of the message and containing instructions for downloading and running the generic ReSOFT client installation executable. The message contains a link the location where the installation executable is stored. The link is different for each email, in that it contains the unique ID for that address as a CGI parameter in the link.

After you verify that the e-mail address that bounced e-mail messages will be sent to, and the URL from which the generic ReSOFT client installation executable will be downloaded, are correct, you are ready to begin the distribution process.

You simply click on the **“Send Emails”** button on the *Email Distribution* page. The ReSOFT installation management facility generates a unique ID for each email address, and then generates the e-mail message to send to each address. Note that this unique ID assigned to e-mail address is different from the unique ten-digit registration code assigned by the ReSOFT installation management facility to the site when you created the installation and deployment record for the site. The ten-digit registration code is unique per site, while this ID is unique per machine.

When the end user clicks on the link in the e-mail message, the system (installation target) starts a browser and accesses the ReSOFT installation management facility, presenting the unique system ID. The ReSOFT installation management facility records the fact that this e-mail address has contacted it, and sets a cookie in the browser with this information:

- The unique ten-digit site registration code
- The unique system ID in the email link
- Proxy information for the site, if any

The ReSOFT installation management facility then does a redirect to the URL for downloading the ReSOFT client generic installation executable (either via HTTP or FTP).

Note that you can specify the download URL for all your sites, or a different one for each site. This means that you can use a server that is completely different from the ReSOFT server and the ReSOFT installation management facility server, or it can be the same.

If the ReSOFT installation management facility detects that it cannot set the cookie (for example, if cookies are disabled), then it displays a page with the ten-digit registration code, asking the end-user to copy down the number and use it if the ReSOFT client requests it during the installation process.

The e-mail message instructs the end-user to select the option run the executable from the current location, when asked by the browser. As soon as it is downloaded, the generic ReSOFT client installation is run automatically as soon as the download is completed.

When the ReSOFT client starts after the installation is completed, it checks first to see if the cookie has been set. If it has, it gets the site registration code from the cookie and uses it, so that the user need take no further action. If the cookie has not been set, then the ReSOFT client either gets the site registration code from another ReSOFT client via global variable propagation, or as a last resort, it uses a dialog box to ask the user to enter it.

Once the ReSOFT client has the site registration code, it contacts the ReSOFT installation management facility and retrieves its configuration information. At this time, if the cookie is present, the ReSOFT client sends the ReSOFT installation management facility the unique system ID incorporated in the link to the download site contained in the e-mail message. In this way, the ReSOFT installation management facility can mark that this particular end-user has successfully installed the ReSOFT client.

This allows you to check the status of ReSOFT client installation and deployment via e-mail at any time. The email distribution management module contains a section where, for each email address, you can check whether the e-mail message was received; contact has been established through the link, and whether the ReSOFT client installation has been completed.

Users

Clicking on the “users” link at the top right-hand corner of every page of the ReSOFT installation management facility, or on the “users” link under the Installation Management header on the Welcome page takes you to the **Users** page shown below.

Users

[[top](#) | [bottom](#) | [users](#) | [add_user](#)]

User Name	Enabled for ASI Server?	Enabled for Email Distribution?	Administrator?	Action
0664672817	No	No	No	[edit] [delete]
admin	No	No	Yes	[edit] [delete]
amiller	Yes	Yes	No	[edit] [delete]
digit	No	Yes	No	[edit] [delete]
hfn	Yes	Yes	Yes	[edit] [delete]

[[top](#) | [bottom](#) | [users](#) | [add_user](#)]

The **Users** page is only available if the logged in user is an administrator. At the top of the page, right under the **Users** header, you will see four links to help you navigate the page:

- [[top](#) | [bottom](#) | [users](#) | [add user](#)]

You will find these links also at the bottom of the **Users** page.

Next is a list of existing users. Each user list entry consists of:

- User Name
- Enabled for ReSOFT Server? (yes or no)
- Enabled for Email Distribution? (yes or no)
- Administrator? (yes or no)
- Action
 1. Clicking on [\[edit\]](#) takes you to the **Edit User** page
 2. Clicking on [\[delete\]](#) takes you to the **Deleting User** page

Add User

The **Add User** page (see below) lets you add users that will have access to the ReSOFT Installation management facility. You are able to give users privileges to match the tasks you want them to be able to perform.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

Add User

Cancel Help Enter

CLIENT SETUP

User name:

Password:

Confirm password:

Administrator?:
User has administrative privileges?

ASI server?:
User has own ASI server?

Email distribution?:
User has email distribution privileges?

Enter Cancel Help

To increase the efficiency of the ReSOFT client installation and deployment management process, the **Add User** page lets you enter default values for information necessary for installation and deployment of the ReSOFT client at all sites. When you add the installation and deployment information for a site on the **Add Site Installation and Deployment Information** page, the default values you enter as part of the user profile on the **Add User** page, are used to automatically fill in the corresponding fields in the **Add Site Installation and Deployment Information** page. Fields on the **Add User** page are:

- User name – this should be a single text-only string of between x and y characters. When creating a user name you should avoid using the following characters & (, comma) (.Period)

For ease of use, when creating a user name you might also want to avoid using upper case letters, or a mix of upper and lower case letters in user id's.

- Password – this should be a single text-only string of between x and y characters. For increased security, as you enter the password it is displayed as a string of *
- Confirm Password – to minimize the chance of making a data entry error, you are asked to re-enter the content entered in the Password field in this field. For increased security, as you enter the password it is displayed as a string of *
- Administrator – this check box is available only if the logged in user has administrative privileges. Only a user with administrative privileges can add users, give them administrative privileges, and give them access to the ReSOFT server and Email Distribution Modules (see below).
- ReSOFT server – this check box is available only if the logged in user has administrative privileges because only a user with administrative privileges can give users access to the ReSOFT server module.

- Email distribution – this check box is available only if the logged in user has administrative privileges because only a user with administrative privileges can give users access to the Email Distribution module.

At the top and bottom of the Add User page, you will find three buttons:

- Cancel | Help | Enter
- Clicking on Cancel takes you back to the **Users** page without making any changes.
- Clicking on Help opens the **Add User Help** page in a new browser window.
- Clicking on Enter checks the user information for validity, and either takes you to the **Adding User** page (shown below), if the user creation operation was completed successfully, or to a page with the same name and a message explaining where the error was made.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

user: hfn
August 12, 2003

Adding User

New user **cbe** added.

Add user help

The **Add User Help** page is available only if the logged in user is an administrator. It contains the text of the Add user section of this guide.

Edit user

Clicking on the [\[edit\]](#) link in the Action column in a user entry on the **Users** page will take you to the **Edit User** page (shown below) where you can edit all of a user's profile information.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

Edit User

Cancel Help Update

CLIENT SETUP

User name: hfn

New password:
Enter only if you want to change the password.

Confirm password:

Administrator?:
User has administrative privileges?

ASI server?:
User has own ASI server?

Email distribution?:
User has email distribution privileges?

Site user name (default):
The default direct-access user name for the ASI client, if not customized in the site record.

New site password (default):
The default direct-access password for the ASI client, if not customized in the site record. Enter only if you want to change the password.

Confirm site password:

Logging email address (default):
The email address the ASI client uses for logging as needed, if not customized in the site record.

ASI server (default):
The default ASI server where sites will begin logging, if not customized in the site record.

Proxy URL (default):
The default URL for the proxy server (if one is required), if not customized in the site record.

Start-up scrip configuration (default): All
The default scrip configuration of ASI client after installation, if not customized in the site record.

Follow-on scrip configuration (default): All
The default scrip configuration of ASI client after "Delay before Follow-on" expires, if not customized in the site record.

Delay before follow-on (default): days hours minutes
The default delay before follow-on action is taken, if not customized in the site record.

EMAIL DISTRIBUTION**Sender (default):**

The default sender and reply-to headers displayed in distributed email, if not customized in the site record.

Extra headers (default):

The default extra headers displayed in distributed email, if not customized in the site record. Be sure to hit return after each header.

Subject (default):

The default subject line displayed in distributed email, if not customized in the site record.

Email distribution message (default):

The default message text used to instruct on ASI client installation steps, if not customized in the site record.

Download URL (default):

The default URL for download of ASI client updates, if not customized in the site record.

Bounce email (default):

The default email address for bounced email, if not customized in the site record.

Propagate these changes in default values to existing sites

Please note that changing a user's default information will not change the installation and deployment information of sites whose installation and deployment profile was set up using a user's default values.

When you create the send mail record of a site (by clicking on the send email link in the second level navigation bar labeled manage email distribution), the fields described below that are also in the send mail record of a site will be filled in automatically with the default values entered in the record of the user logged in at the time the site record is being created. For each send mail record, you can change the default values when you create the send mail record, or when you edit it at a later time.

The fields on the **Edit User** page are:

- User name – this should be a single text-only string of between x and y characters. When creating a user name you should avoid using the following characters:
 - &
 - , (comma)
 - . (period)

For ease of use, when creating a user name you might also want to avoid using upper case letters, or a mix of upper and lower case letters in user id's.

- Password – this should be a single text-only string of between x and y characters. For increased security, as you enter the password it is displayed as a string of *

- Confirm Password – to minimize the chance of making a data entry error, you are asked to re-enter the content entered in the Password field in this field. For increased security, as you enter the password it is displayed as a string of *
- Administrator – this check box is available only if the logged in user has administrative privileges. Only a user with administrative privileges can add users, give them administrative privileges, and give them access to the ReSOFT server and Email Distribution Modules (see below).
- ReSOFT server – this check box is available only if the logged in user has administrative privileges because only a user with administrative privileges can give users access to the ReSOFT server module.
- Email distribution – this check box is available only if the logged in user has administrative privileges because only a user with administrative privileges can give users access to the Email Distribution module.
- Site user name (default) – Logged in as this user, you will be able to directly access the ReSOFT client on any system at a site via the client browser based interface. This User name should be a single text-only string of between x and y characters. As for Server Name you should not use &, comma, or period. For ease of use, when creating a user name you might also want to avoid using upper case letters, or a mix of upper and lower case letters in user id's.
- Site password (default) – this should be a single text-only string of between x and y characters. For increased security, as you enter the password it is displayed as a string of *
- Confirm password – to minimize the chance of making a data entry error, you are asked to re-enter the content entered in the Password field in this field. For increased security, as you enter the password it is displayed as a string of *
- Logging email address (default) – this is the email address that is used by the ReSOFT clients at your sites when they need to directly send email to the ReSOFT server. This is currently only used when email logging is enabled on the ReSOFT client. By default it is not.
- ReSOFT server (default) – From this pull-down list you select the default ReSOFT server used by ReSOFT clients at your sites. Clicking on the [edit servers] link to the right of the entry takes you to the ReSOFT Servers page where you can edit the information for an existing ReSOFT server or add information for another one.
- Proxy URL (default) – If no proxy server is used at the site, leave this entry blank. If a proxy server is used at the site, please enter the site-specific address of the proxy server and the port it uses. If the proxy server at the site requires authentication, you should add a working user id and password to the proxy URL. The syntax of an entry in Proxy URL is:

http://<user name>:<user password>@<proxy server name>:<proxy port>

Please remember that ReSOFT requires that ports 80, 443, and 37 (time server) be left open for outbound communication.

- Start-up DART (Scrip) configuration (default) – From this pull-down list you select the default DART (Scrip) configuration for the ReSOFT client at your sites, after installation is completed. The list includes all DART (Scrip) configurations defined for the user currently logged in, plus the two special options "All" and "None". The "All" configuration option enables all DARTs (Scrips). The "None" configuration option puts the ReSOFT client in dormant state for an indefinite period of time. In this state, a minimum number of DARTs (Scrips) are enabled are sufficient to let you activate the ReSOFT client at a time of your choosing. Clicking on the [\[edit DART \(Scrip\) configurations\]](#) link to the right of the DART (Scrip) Configurations entry takes you to the DART (Scrip) Configurations page where you can edit the information for an existing list or add another one.
- Follow-on DART (Scrip) configuration (default) – From this pull-down list you select the default DART (Scrip) configuration that the ReSOFT clients at your sites will use after the start-up phase is over. The list includes all follow-on options defined for the user currently logged in, plus the three special options "All", "None", and "Uninstall". The "All" configuration option enables all DARTs (Scrips). The "None" configuration option puts the ReSOFT client in dormant state for an indefinite period of time. In this state, a minimum number of DARTs (Scrips) are enabled are sufficient to let you activate the ReSOFT client at a time of your choosing. Selecting "Uninstall", will result in removal of the ReSOFT client from all systems where it was installed for the start-up phase. Clicking on the [\[edit DART \(Scrip\) configurations\]](#) link to the right of the Follow-on DART (Scrip) configuration entry takes you to the **DART (Scrip) Configurations** page where you can edit the information for an existing list or add another one.
- Delay before follow-on (default) – in these fields you enter the default amount of time you want the ReSOFT client to operate in start-up mode before moving to the follow-on phase, and applying the follow-on phase actions selected from the Follow-on DARTs (Scrips) configuration pull down list. Please note that the Delay before follow-on fields have a default value of 0. Leaving the default value unchanged effectively means that the start-up and follow-on phases are one and the same.
- Sender (default) – This is the e-mail address that will be displayed as the sending and reply-to address in the ReSOFT client distribution and installation e-mail message.
- Extra headers (default) – In addition to the e-mail address the ReSOFT client distribution and installation e-mail message is being sent to, the sending e-mail address, and the subject line, you can add other headers in this field, each on a different line. Following are some common headers and their format:
 - X-Priority: (integer between 1, highest and 5)
 - Cc: <e-mail address> (if more than one address is entered, addresses should be separated by a comma with no spaces)
 - Bcc: <e-mail address> (if more than one address is entered, addresses should be separated by a comma with no spaces)
- Subject (default) – Here you enter the subject of the ReSOFT client distribution and installation e-mail message.

- Email distribution message (default) – In this field you can enter content for the default ReSOFT client installation e-mail message sent by the email distribution management module.
- Download URL (default) – In this field, you have the option enter the default URL for downloading the ReSOFT client installation executable.
- Bounce email (default) – In this field, you have the option to enter a site specific e-mail address to be used by the email distribution management module as the return destination for the ReSOFT client installation e-mail messages that did not reach their original destination.

At the top and bottom of the **Edit User** page, you will find three buttons:

- Cancel | Help | Update

Clicking on *Cancel* takes you back to the **Users page** without making any changes.

Clicking on *Help* opens the **Edit User Help** page in a new browser window

Clicking on Update checks the user information for validity, and either takes you to the Updating **User page** (shown below), if the user update operation was completed successfully, or to a page with the same name and a message explaining where the error was made.

If you check the box to the left of the Propagate these changes in default values to existing sites label, all changes you made to the profile of a user will be propagated automatically to all site records created by that user.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

user: **hfn**
July 27, 2003

Updating User

User **hfn** updated.

Edit user help

The **Edit User Help** page contains the text of the Edit user section of this guide.

Delete user

Only user with administrative privileges can delete users. Clicking on the [[delete](#)] link in the Action column of a user entry in the Users page, will take you to the **Deleting User page** shown below.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

user: hfn
July 29, 2003

Confirm User Delete

Are you sure you want to delete user **test**?

[\[Yes\]](#) [\[No\]](#)

Clicking on the [\[Yes\]](#) link deletes the user and takes you to the **User Deleted** page shown below.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

user: hfn
July 29, 2003

Deleting User

User **test** has been removed.

Clicking on the [\[No\]](#) link takes you to the **Users** page.

Sites

Clicking on the sites link at the top right-hand corner of every page of the ReSOFT installation management facility, or on the sites link under the Installation Management header on the **Welcome** page takes you to the **Sites** page shown below.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

user: hfn August 22, 2003

Sites

[\[top | bottom | sites | add site \]](#)

Site Name	ASI Client Direct-Access User Name	Registration Code	Response Confirmation Count	Installation Confirmation Count	Action
HFN Amherst	[legacy installation]	0099835215	0 of 0 sent	0 of 0 sent	[edit] [delete] [manage_email] [distribution]
HFN Amherst	[legacy installation]	0498297772	0 of 0 sent	0 of 0 sent	[edit] [delete] [manage_email] [distribution]
Corporate Ink	[legacy installation]	7312044654	0 of 0 sent	0 of 0 sent	[edit] [delete] [manage_email] [distribution]
HFN Development	[legacy installation]	8541159698	0 of 0 sent	0 of 0 sent	[edit] [delete] [manage_email] [distribution]
HFN Allan	hfn1	2920876961	0 of 0 sent	0 of 0 sent	[edit] [delete] [manage_email] [distribution]
HFN Amherst	hfn1	0099835207	0 of 0 sent	0 of 0 sent	[edit] [delete] [manage_email] [distribution]

At the top of the **Sites** page, right under the **Sites** header, you will see four links to help you navigate the page:

- [top | bottom | sites | add site](#)

You will find these links also at the bottom of the **Sites** page.

Next is a list of existing sites. Each site list entry consists of:

- Site Name
- ReSOFT Client Direct-Access User Name – This is the user name used to access the ReSOFT client DART (Scrip) configuration logging on directly on a system where the ReSOFT client is installed and running.
- Registration Code – This is the ten-digit code automatically assigned by the ReSOFT installation management facility when you add a site. It is the code that needs to be entered locally the first time the ReSOFT client runs in order to enable completion of the installation process.
- Response Confirmation Count – This entry is present only if email distribution capability is enabled for the logged in user. The content of Response Confirmation Count is in the form X of Y, where X is the number of destinations that have replied to the ReSOFT client distribution and installation e-mail message, and Y is the total number of ReSOFT client distribution and installation messages that have been sent.
- Installation Confirmation Count – This entry is present only if email distribution capability is enabled for the logged in user. The content of Installation Confirmation Count is in the form X of Y, where X is the number of where the installation of the ReSOFT client has been completed successfully, and Y is the total number of ReSOFT client distribution and installation messages that have been sent.
- Action
 - Clicking on [\[edit\]](#) takes you to the Edit Site page
 - Clicking on [\[delete\]](#) takes you to the Deleting Site page
 - Clicking on [\[manage email distribution\]](#) takes you to the Email Distribution page. This link is present only if email distribution capability is enabled for the logged in user.

Add site installation and deployment information

Clicking on the [\[add site\]](#) link on the **Sites** page (above or below the site table), takes you to the **Add Site Installation and Deployment Information** page (shown below) where you add a record for a site where you want to install the ReSOFT client.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)user: hfn
July 29, 2003

Add Site Installation and Deployment Information

CLIENT SETUP

Site name:

Site email domain:

Site user name:
The direct-access user name for the ASI client.

Site password:
The direct-access password for the ASI client.
Enter only if you want to change from user default.

Confirm password:

Logging email address:
The email address the ASI client uses for logging as needed.

ASI server:
The email address the ASI client uses for logging as needed.
The ASI server where sites will begin logging.

Proxy URL:
The URL for the proxy server, if one is required.

Start-up scrip configuration:
Scrip configuration of ASI client after installation.

Follow-on scrip configuration:
Scrip configuration of ASI client after "Delay before Follow-on" expires.

Delay before follow-on: days hours minutes
The delay before follow-on action is taken.

EMAIL DISTRIBUTION

Sender:
The sender and reply-to headers displayed in distributed email.

Extra headers:
Optional extra headers displayed in distributed email. Be sure to hit return after each header.

Subject:
The subject line displayed in distributed email.

Email distribution message:
The message text used to instruct on ASI client installation steps.

Download URL:
The URL for download of ASI client updates.

Bounce email:
The email address for bounced email.

All fields on this page except for Site name, and Site email domain are filled in automatically with the default values for the corresponding fields entered for the currently logged in user.

Fields on the **Add Site Installation and Deployment** Information page are:

- Site name – the full name of the site used on the ReSOFT server to group the logs generated by the ReSOFT client software at the site. Spaces are allowed. The total number of characters cannot be greater than 255. When creating the name of a site you should avoid using the following characters:
 - &
 - , (comma)
 - . (period)
 For example, "Marx Brothers Inc"
- Site email domain – This is the e-mail domain name of the site. It is used by the ReSOFT client in case it needs to communicate with the ReSOFT server via e-mail.
- Site user name – Logged in as this user, you will be able to directly access the ReSOFT client on any system at the site via the client browser based interface. This User name should be a single text-only string of between x and y characters. As for Server Name you should not use &, comma, or period. For ease of use, when creating a user name you might also want to avoid using upper case letters, or a mix of upper and lower case letters in user id's.
- Site password – this should be a single text-only string of between x and y characters. For increased security, as you enter the password it is displayed as a string of *
- Confirm password – to minimize the chance of making a data entry error, you are asked to re-enter the content entered in the Password field in this field. For increased security, as you enter the password it is displayed as a string of *
- Logging email address – this is the site specific email address that is used by the ReSOFT clients at a site when they need to directly send email to the ReSOFT server. This is currently only used when email logging is enabled on the ReSOFT client. By default it is not.
- ReSOFT server – From this pull-down list you select the site specific ReSOFT server used by ReSOFT clients at the site. Clicking on the [\[edit servers\]](#) link to the right of the entry takes you to the **ReSOFT Servers** page where you can edit the information for an existing ReSOFT server or add information for another one.
- Proxy URL – If no proxy server is used at the site, leave this entry blank. If a proxy server is used at the site, please enter the site-specific address of the proxy server and the port it uses. If the proxy server at the site requires authentication, you should add a working user id and password to the proxy URL. The syntax of an entry in Proxy URL is:
 - http://<user name>:<user password>@<proxy server name>:<proxy port>
- Please remember that ReSOFT requires that ports 80, 443, and 37 (time server) be left open for outbound communication.
- Start-up DART (Scrip) configuration – From this pull-down list you select the site specific DART (Scrip) configuration for the ReSOFT client at the site, after installation is completed. The list includes all DART (Scrip) configurations defined for the user currently logged in,

plus the two special options "All" and "None". The "All" configuration option enables all DARTs (Scripts). The "None" configuration option puts the ReSOFT client in dormant state for an indefinite period of time. In this state, a minimum number of DARTs (Scripts) are enabled are sufficient to let you activate the ReSOFT client at a time of your choosing. Clicking on the [\[edit DART \(Scrip\) configurations\]](#) link to the right of the DART (Scrip) Configurations entry takes you to the **DART (Scrip) Configurations** page where you can edit the information for an existing list or add another one.

- Follow-on DART (Scrip) configuration – From this pull-down list you select the site specific DART (Scrip) configuration that the ReSOFT clients at the site will use after the start-up phase is over. The list includes all follow-on options defined for the user currently logged in, plus the three special options "All", "None", and "Uninstall. The "All" configuration option enables all DARTs (Scripts). The "None" configuration option puts the ReSOFT client in dormant state for an indefinite period of time. In this state, a minimum number of DARTs (Scripts) are enabled are sufficient to let you activate the ReSOFT client at a time of your choosing. Selecting "Uninstall", will result in removal of the ReSOFT client from all systems where it was installed for the start-up phase. Clicking on the [\[edit DART \(Scrip\) configurations\]](#) link to the right of the Follow-on DART (Scrip) configuration entry takes you to the **DART (Scrip) Configurations** page where you can edit the information for an existing list or add another one.
- Delay before follow-on – in these fields you enter the site specific amount of time you want the ReSOFT client to operate in start-up mode before moving to the follow-on phase, and applying the follow-on phase actions selected from the Follow-on DART (Scrip) configuration pull down list. Please note that the Delay before follow-on fields have a default value of 0. Leaving the default value unchanged effectively means that the start-up and follow-on phases are one and the same.
- Sender (default) – This is the e-mail address that will be displayed as the sending and reply-to address in the ReSOFT client distribution and installation e-mail message.
- Extra headers (default) – In addition to the e-mail address the ReSOFT client distribution and installation e-mail message is being sent to, the sending e-mail address, and the subject line, you can add other headers in this field, each on a different line. Following are some common headers and their format:
 - X-Priority: (integer between 1, highest and 5)
 - Cc: <e-mail address> (if more than one address is entered, addresses should be separated by a comma with no spaces)
 - Bcc: <e-mail address> (if more than one address is entered, addresses should be separated by a comma with no spaces)
- Subject (default) – Here you enter the subject of the ReSOFT client distribution and installation e-mail message.
- Email distribution message – In this field you can enter site specific content for the ReSOFT client installation e-mail message sent by the email distribution management module.

- Download URL – In this field, you have the option enter a site specific URL for downloading the ReSOFT client installation executable.
- Bounce email – In this field, you have the option to enter a site specific e-mail address to be used by the email distribution management module as the return destination for the ReSOFT client installation e-mail messages that did not reach their original destination.
 - At the top and bottom of the **Add Site Installation and Deployment Information** page, you will find three buttons:
 - Cancel | Help | Enter
 - Clicking on *Cancel* takes you back to the **Sites page** without making any changes.
 - Clicking on *Help* opens the **Add Site Help page** in a new browser window.
 - Clicking on *Enter* checks the site information for validity, and either takes you to the **Adding Site page** (shown below), if the site creation operation was completed successfully, or to a page with the same name and a message explaining where the error was made.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

user: hfn August 19, 2003

Adding Site

Site name: 26
 Registration code: 3161709764

New site 26 added.

The instructions that you will find below should give you sufficient information for installing the ASI client at a brand new site. Please refer to the Automated Support Infrastructure client installation user guide for additional information on the ASI client installation process.

ASI client installation instructions

- You must remember the registration code listed above, although you can come back to the ASI installation management facility to get it in case you forget. Otherwise, you won't be able to complete deployment of the ASI client at the site listed above, if it is new.
- In order to install the ASI client at the site listed above, you should run the ASI client installation executable on one system at the site. You can download the ASI client installation executable from fp.handsfreenetworks.com using your usual user id and password.
- After execution of the ASI client installation executable on the first system is completed, and the ASI client starts running, it is in a dormant configuration with a minimum number of Scrips enabled.
- One of the Scrips that is enabled is the ASI client installation and deployment Scrip. It runs as soon as the ASI client installation on the first system is completed, and checks whether or not the ASI client has been configured. If it hasn't, the Scrip displays a dialog box asking for the ten-digit registration code.

Please note that no more than a few seconds elapse from execution of the ASI client installation executable to the display of the dialog box asking for the ten-digit registration code.

If you run the ASI client installation executable on multiple systems at the same time (e.g. via a login script), the dialog box would come up on all the systems. This dialog box has a timeout. It automatically goes away after 60 seconds. Then, after 15 minutes, the systems on which it went away, will retry, bringing up the dialog box again. Eventually, when someone types in the number on any one of the systems, the information will propagate and the dialog box asking for the ten-digit registration code will stop.

- Once the ASI client installation and deployment Scrip has the ten-digit registration code, it contacts the ASI installation management facility (the facility you are logged onto now) asking for the site installation and deployment information. This is the information that you just entered for the site. This information allows the ASI client to be deployed for operational use.
- After a single ASI client at a site has been fully deployed, you can run the generic ASI client installation executable on other systems at the site. After the ASI clients on the other systems at the site are installed and running, the first ASI client that you fully deployed sees them and updates their configuration from the dormant to the fully deployed state.

This means that you have to enter the ten-digit registration code only once while installing at a new site, as long as the first ASI client that is installed can successfully get the site installation and deployment information, and propagate it. Even if the first ASI client can't get to the ASI installation management facility to get the site installation and deployment information, it will still propagate the ten-digit registration code, so that subsequent ASI client installations will not ask for it.

Please note that at sites where the ASI client is already installed, first-time installation on systems not connected to a sub-net where the ASI client is already installed will always require the ten-digit registration code.

Note on DART (Scrip) configurations, and delay before follow-on

Please note that when entering installation and deployment information for a site, you always have to enter a value for Follow-on DART (Scrip) configuration, and Delay before follow-on (or leave it set to its default value of 0).

This means that when you want to deploy the ReSOFT client at a site in production mode, the Start-up DART (Scrip) configuration, and Follow-on DART (Scrip) configuration would be the same, and you would leave the Delay before follow-on field set to its default value of 0.

Add site installation and deployment help

The **Add Site Installation and Deployment Help** page contains the text of the Add site installation and deployment section of this guide.

Site installation and deployment entry complete

The **Adding Site** page (shown below) displays the name of the site information you just entered. The ten-digit registration code is displayed under the site name, along with instructions on how to use it.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

user: hfn August 19, 2003

Adding Site

Site name: 26
Registration code: 3161709764

New site 26 added.

The instructions that you will find below should give you sufficient information for installing the ASI client at a brand new site. Please refer to the Automated Support Infrastructure client installation user guide for additional information on the ASI client installation process.

ASI client installation instructions

- You must remember the registration code listed above, although you can come back to the ASI installation management facility to get it in case you forget. Otherwise, you won't be able to complete deployment of the ASI client at the site listed above, if it is new.
- In order to install the ASI client at the site listed above, you should run the ASI client installation executable on one system at the site. You can download the ASI client installation executable from ftp.handsfreenetworks.com using your usual user id and password.
- After execution of the ASI client installation executable on the first system is completed, and the ASI client starts running, it is in a dormant configuration with a minimum number of Scrips enabled.
- One of the Scrips that is enabled is the ASI client installation and deployment Scrip. It runs as soon as the ASI client installation on the first system is completed, and checks whether or not the ASI client has been configured. If it hasn't, the Scrip displays a dialog box asking for the ten-digit registration code.

Please note that no more than a few seconds elapse from execution of the ASI client installation executable to the display of the dialog box asking for the ten-digit registration code.

If you run the ASI client installation executable on multiple systems at the same time (e.g. via a login script), the dialog box would come up on all the systems. This dialog box has a timeout. It automatically goes away after 60 seconds. Then, after 15 minutes, the systems on which it went away, will retry, bringing up the dialog box again. Eventually, when someone types in the number on any one of the systems, the information will propagate and the dialog box asking for the ten-digit registration code will stop.

- Once the ASI client installation and deployment Scrip has the ten-digit registration code, it contacts the ASI installation management facility (the facility you are logged onto now) asking for the site installation and deployment information. This is the information that you just entered for the site. This information allows the ASI client to be deployed for operational use.
- After a single ASI client at a site has been fully deployed, you can run the generic ASI client installation executable on other systems at the site. After the ASI clients on the other systems at the site are installed and running, the first ASI client that you fully deployed sees them and updates their configuration from the dormant to the fully deployed state.

This means that you have to enter the ten-digit registration code only once while installing at a new site, as long as the first ASI client that is installed can successfully get the site installation and deployment information, and propagate it. Even if the first ASI client can't get to the ASI installation management facility to get the site installation and deployment information, it will still propagate the ten-digit registration code, so that subsequent ASI client installations will not ask for it.

Please note that at sites where the ASI client is already installed, first-time installation on systems not connected to a sub-net where the ASI client is already installed will always require the ten-digit registration code.

After information for the site has been successfully entered, and the ReSOFT installation management facility has generated a ten-digit code for the site, the installation process at the site can begin:

- You must remember the registration code for the site, although you can come back to the ReSOFT installation management facility to get it in case you forget. Otherwise, you won't be able to complete deployment of the ReSOFT client at the site, if it is new.
- In order to install the ReSOFT client at the site listed above, you should run the ReSOFT client installation executable on one system at the site. You can download the ReSOFT client installation executable from ftp.handsfreenetworks.com using your usual user id and password.
- After execution of the ReSOFT client installation executable on the first system is completed, and the ReSOFT client starts running, it is in a dormant configuration with a minimum number of DARTs (Scrips) enabled.
- One of the DARTs (Scrips) that is enabled is the ReSOFT client installation and deployment DART (Scrip). It runs as soon as the ReSOFT client installation on the first system is completed, and checks whether or not the ReSOFT client has been configured. If it hasn't, the DART (Scrip) displays a dialog box asking for the ten digit registration code.
- Please note that no more than a few seconds elapse from execution of the ReSOFT client installation executable to the display of the dialog box asking for the ten-digit registration code.
- If you run the ReSOFT client installation executable on multiple systems at the same time (e.g. via a login script), the dialog box would come up on all the systems. This dialog box has a timeout. It automatically goes away after 60 seconds. Then, after 15 minutes, the systems on which it went away will retry, bringing up the dialog box again. Eventually, when someone types in the number on any one of the systems, the information will propagate and the dialog box asking for the ten-digit registration code will stop.
- Once the ReSOFT client installation and deployment DART (Scrip) has the ten-digit registration code, it contacts the ReSOFT installation management facility (the facility your are logged onto now) asking for the site installation and deployment information. This is the information that you just entered for the site. This information allows the ReSOFT client to be deployed for operational use.
- After a single ReSOFT client at a site has been fully deployed, you can run the generic ReSOFT client installation executable on other systems at the site. After the ReSOFT clients on the other systems at the site are installed and running, the first ReSOFT client that you fully deployed sees them and updates their configuration from the dormant to the fully deployed state.
- This means that you have to enter the ten-digit registration code only once while installing at a new site, as long as the first ReSOFT client that is installed can successfully get the site installation and deployment information, and propagate it. Even if the first ReSOFT client

can't get to the ReSOFT installation management facility to get the site installation and deployment information, it will still propagate the ten-digit registration code, so that subsequent ReSOFT client installations will not ask for it.

- Please note that at sites where the ReSOFT client is already installed, first-time installation on systems not connected to a sub-net where the ReSOFT client is already installed will always require the ten-digit registration code.

You can refer to section *ReSOFT client installation and deployment process* of this document for additional information on the ReSOFT client installation and deployment process.

Edit site installation and deployment

Clicking on the [\[edit\]](#) link in the Action column in a site's installation and deployment entry on the Sites page takes you the **Edit Site Installation and Deployment Information** page (shown below) where you can edit all of a site's record.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

Edit Site Installation and Deployment Information

user: hfn
July 29, 2003

site name: Corporate Ink

registration code: 2794105353

CLIENT SETUP

Site name:	<input type="text" value="Corporate Ink"/>
Site email domain:	<input type="text" value="corporateink.com"/>
Site user name: <small>The direct-access user name for the ASI client.</small>	<input type="text" value="hfn"/>
New password: <small>The direct-access password for the ASI client. Enter only if you want to change the password.</small>	<input type="text"/>
Confirm password:	<input type="text"/>
Logging email address: <small>The email address the ASI client uses for logging as needed.</small>	<input type="text"/>
ASI server: <small>The email address the ASI client uses for logging as needed. The ASI server where sites will begin logging.</small>	<input type="text" value=""/>
Proxy URL: <small>The URL for the proxy server, if one is required.</small>	<input type="text"/>
Start-up scrip configuration: <small>Scrip configuration of ASI client after installation.</small>	<input type="text" value="All"/>

Delay before follow-on:
The delay before follow-on action is taken.

0 days 0 hours 0 minutes

EMAIL DISTRIBUTION

Sender:
The sender and reply-to headers displayed in distributed email.

Extra headers:
Optional extra headers displayed in distributed email. Be sure to hit return after each header.

Subject:
The subject line displayed in distributed email.

Email distribution message:
The message text used to instruct on ASI client installation steps.

Download URL:
The URL for download of ASI client updates.

Bounce email:
The email address for bounced email.

Enter Cancel Help

In fact, this page is an exact duplicate of the **Add Site Installation and Deployment** page, with all the information filled in except for the site user password. The current site name, and assigned registration code are displayed right below the title of the page.

When you change a site's installation and deployment information, the next time a ReSOFT client is installed at the site, and contacts the ReSOFT installation management facility; it will download the edited installation and deployment information, and will update all other ReSOFT clients at the site.

However, you may also want to change a site's installation and deployment information after deployment has already started. For example, you may want to change the follow-on phase DART (Scrip) configuration, or you may want to change the duration of the start-up phase or the action at the end of the start-up phase.

In order to change the deployment of the ReSOFT client at a site after the start-up phase is already under way, you would change the configuration of the ReSOFT client installation and deployment DART (Scrip) either by directly logging onto the ReSOFT client DART (Scrip) configuration on any system at the site using any browser, or logging onto the ReSOFT server configuration module.

Please refer to the "Automated Support Infrastructure Site Management User Guide" for detailed instructions on how to make such a DART (Scrip) configuration change.

The site installation and deployment information that cannot be changed as described above is:

- Site name
- Site email domain
- Site user name

- Site password
- Confirm password
- ReSOFT server
- Proxy URL
- Logging email address
- Bounce email
- Download URL
- Email distribution message

The above site installation and deployment information can be changed only by accessing the ReSOFT installation management facility. However, it should be noted that none of the above information affects either the start-up or follow-on deployment phases.

At the top and bottom of the **Edit Site Installation and Deployment Information** page, you will find four buttons:

- Cancel | Help | Reset To Default Values | Updates

Clicking on *Cancel* takes you back to the **Sites** page without making any changes.

Clicking on *Help* opens the **Edit Site Help** page in a new browser window.

Clicking on *Reset to Default Values* resets the values of all site installation and deployment information entries to their default values as defined in the profile of the user currently logged in.

Clicking on *Update* checks the site information for validity, and either takes you to the **Updating Site** page (shown below), if the site update operation was completed successfully, or to a page with the same name and a message explaining where the error was made.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

Updating Site

Site name: **Corporate Ink**

Registration code: **7312044654**

Site **Corporate Ink** updated.

The instructions that you will find below should give you sufficient information for installing the ASI client at a brand new site. Please refer to the Automated Support Infrastructure client installation user guide for additional information on the ASI client installation process.

ASI client installation instructions

- You must remember the registration code listed above, although you can come back to the ASI installation management facility to get it in case you forget. Otherwise, you won't be able to complete deployment of the ASI client at the site listed above, if it is new.
- In order to install the ASI client at the site listed above, you should run the ASI client installation executable on one system at the site. You can download the ASI client installation executable from <http://handsfreenetworks.com> using your usual user id and password.
- After execution of the ASI client installation executable on the first system is completed, and the ASI client starts running, it is in a dormant configuration with a minimum number of Scripts enabled.
- One of the Scripts that is enabled is the ASI client installation and deployment Scrip. It runs as soon as the ASI client installation on the first system is completed, and checks whether or not the ASI client has been configured. If it hasn't, the Scrip displays a dialog box asking for the ten-digit registration code.

Please note that no more than a few seconds elapse from execution of the ASI client installation executable to the display of the dialog box asking for the ten-digit registration code.

If you run the ASI client installation executable on multiple systems at the same time (e.g. via a login script), the dialog box would come up on all the systems. This dialog box has a timeout. It automatically goes away after 60 seconds. Then, after 15 minutes, the systems on which it went away, will retry, bringing up the dialog box again. Eventually, when someone types in the number on any one of the systems, the information will propagate and the dialog box asking for the ten-digit registration code will stop.

- Once the ASI client installation and deployment Scrip has the ten-digit registration code, it contacts the ASI installation management facility (the facility you are logged onto now) asking for the site installation and deployment information. This is the information that you just entered for the site. This information allows the ASI client to be deployed for operational use.
- After a single ASI client at a site has been fully deployed, you can run the generic ASI client installation executable on other systems at the site. After the ASI clients on the other systems at the site are installed and running, the first ASI client that you fully deployed sees them and updates their configuration from the dormant to the fully deployed state.

This means that you have to enter the ten-digit registration code only once while installing at a new site, as long as the first ASI client that is installed can successfully get the site installation and deployment information, and propagate it. Even if the first ASI client can't get to the ASI installation management facility to get the site installation and deployment information, it will still propagate the ten-digit registration code, so that subsequent ASI client installations will not ask for it.

Please note that at sites where the ASI client is already installed, first-time installation on systems not connected to a sub-net where the ASI client is already installed will always require the ten-digit registration code.

Edit site installation and deployment help

The **Edit Site Installation and Deployment Help** page contains the text of the Add site installation and deployment section of this guide.

Delete site

Clicking on the [\[delete\]](#) link in the Action column of a site entry in the Sites page, will take you to the **Deleting Site** page shown below.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

user: hfn
July 29, 2003

Confirm Site Delete

Are you sure you want to delete site 1?

[\[Yes\]](#) [\[No\]](#)

Clicking on the [\[Yes\]](#) link deletes the user and takes you to the **Site Deleted** page shown below.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

Deleting Site

Site 1 has been removed.

Clicking on the [No] link takes you to the **Sites** page.

DART (Scrip) configurations

Clicking on the *DART (Scrip) configurations* link at the top right-hand corner of every page of the ReSOFT installation management facility, or on the *DART (Scrip) configurations* link under the Installation Management header on the Welcome page takes you to the **DART (Scrip) Configurations** page shown below.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

Scrip Configurations

[[top](#) | [bottom](#) | [scrip configurations](#) | [add scrip configuration](#)]

Scrip Configuration Name	Action
MaxFollowon	[edit] [delete]
MaxStartup	[edit] [delete]

[[top](#) | [bottom](#) | [scrip configurations](#) | [add scrip configuration](#)]

At the top of the **DART (Scrip) Configurations** page, right under the **DART (Scrip) Configurations** header, you will see four links to help you navigate the page:

- [[top](#) | [bottom](#) | [DART \(Scrip\) configurations](#) | [add DART \(Scrip\) configuration](#)]

You will find these links also at the bottom of the **DART (Scrip) Configurations** page.

Next is a list of existing DART (Scrip) configurations. Each DART (Scrip) configuration list entry consists of:

- DART (Scrip) Configuration Name
- Action
 - Clicking on [\[edit\]](#) takes you to the **Edit DART (Scrip) Configuration** page
 - Clicking on [\[delete\]](#) takes you to the **Deleting DART (Scrip) Configuration** page

Add DART (Scrip) configuration

To add a DART (Scrip) configuration, you can click on the *add DART (Scrip) configuration* link at the top of the DART (Scrip) Configurations page, or on the [[edit options](#)] link to the right of the DART (Scrip) Configurations, or the Follow-on Options entries on the **Add Site** page.

Clicking on any of these links, will take you to the **Add DART (Scrip) Configuration** page shown below

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

user: hfn
July 27, 2003

Add Scrip Configuration

Name:

Scripts: [\[check all\]](#) | [\[uncheck all\]](#)

- Scrip 1: Client Auto Update
- Scrip 3: Post-init Triggering Set-up
- Scrip 4: Queued Mail Sent - Part 1
- Scrip 5: Administration Log Scheduler
- Scrip 6: Memory Statistics
- Scrip 7: Log File Deleted
- Scrip 8: Orphaned Log File Found and Sent as an Attachment
- Scrip 9: Scandisk Execution
- Scrip 11: Log Files Deleted
- Scrip 12: Symantec Virus Definition Management
- Scrip 14: MS Internet Account Dialog Box Creation
- Scrip 15: Norton Anti Virus Scan Execution
- Scrip 16: MS Internet Explorer History Folder Dialog Box Creation
- Scrip 17: Executable Detected
- Scrip 18: Client Shut-down / Re-start
- Scrip 19: Disk Defragmenter Execution (MS Windows 9x and Me)
- Scrip 21: File / Folder Deletion Dialog Box Creation
- Scrip 22: Send Queued Asset Logs
- Scrip 23: Send Queued Event Logs
- Scrip 24: Send installation/upgrade logs
- Scrip 25: Client Dialog Box Creation
- Scrip 26: Executable Usage Profiler
- Scrip 27: System Start-up Executables Management

The *check all* and *uncheck all* actions let you select or de-select all available DARTs (Scrips) with one mouse click. By default no DART (Scrip) is selected.

Fields on this page are:

- Startup Option Name – the name of a DART (Scrip) configuration should be a single text string of up to 50 characters in length. When creating the name of a DART (Scrip) configuration you should avoid using the following characters:
 - &
 - , (comma)
 - . (period)

The names all and none have been reserved for use by the ReSOFT installation management facility and cannot be used

- The list of available DARTs (Scrips) – if you want a DART (Scrip) to be enabled when this option is used by the ReSOFT client either during the start-up or follow-on phases, simply click in the check box to the left of the entry for that DART (Scrip).

At the top and bottom of the **Add DART (Scrip) Configuration** page, you will find three buttons:

- Cancel | Enter | Help

Clicking on *Cancel* takes you back to the **DART (Scrip) Configurations** page without making any changes.

Clicking on *Enter* checks the site information for validity, and either takes you to the **Adding DART (Scrip) Configuration** page (shown below), if the DART (Scrip) configuration creation operation was completed successfully, or to a page with the same name and a message explaining where the error was made.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)



Clicking on *Help* opens the **Add DART (Scrip) Configuration Help** page in a new browser window.

Add DART (Scrip) configuration help

The **Add DART (Scrip) Configuration Help** page contains the text of the Add DART (Scrip) configuration section of this guide.

Edit DART (Scrip) configuration

Clicking on the [\[edit\]](#) link in the Action column in the entry of a **DART (Scrip) configuration** on the DART (Scrip) Configurations page takes you to the **Edit DART (Scrip) Configuration** page (shown below) where you can edit the DART (Scrip) configuration.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

Edit Scrip Configuration

Name:

Scripts: [\[check all\]](#) | [\[uncheck all\]](#)

- Scrip 1: Client Auto Update
- Scrip 3: Post-init Triggering Set-up
- Scrip 4: Queued Mail Sent - Part 1
- Scrip 5: Administration Log Scheduler
- Scrip 6: Memory Statistics
- Scrip 7: Log File Deleted
- Scrip 8: Orphaned Log File Found and Sent as an Attachment
- Scrip 9: Scandisk Execution
- Scrip 11: Log Files Deleted
- Scrip 12: Symantec Virus Definition Management
- Scrip 14: MS Internet Account Dialog Box Creation
- Scrip 15: Norton Anti Virus Scan Execution
- Scrip 16: MS Internet Explorer History Folder Dialog Box Creation
- Scrip 17: Executable Detected
- Scrip 18: Client Shut-down / Re-start
- Scrip 19: Disk Defragmenter Execution (MS Windows 9x and Me)
- Scrip 21: File / Folder Deletion Dialog Box Creation
- Scrip 22: Send Queued Asset Logs
- Scrip 23: Send Queued Event Logs
- Scrip 24: Send installation/upgrade logs
- Scrip 25: Client Dialog Box Creation
- Scrip 26: Executable Usage Profiler
- Scrip 27: System Start-up Executables Management
- Scrip 38: Fault Detected

This page is an exact duplicate of the **Add DART (Scrip) Configuration** page with DARTs (Scrips) selected corresponding to the DART (Scrip) configuration you are about to edit.

Edit DART (Scrip) configuration help

The **Edit DART (Scrip) Configuration** Help page contains the text of the Add DART (Scrip) configuration section of this guide.

Delete DART (Scrip) configuration

Clicking on the [\[delete\]](#) link in the Action column of a site entry in the **DART (Scrip) Configurations** page, will take you to the **Confirm DART (Scrip) Configuration** Delete page shown below.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

Confirm Scrip Configuration Delete

Are you sure you want to delete scrip configuration option **test**?

[\[Yes\]](#) [\[No\]](#)

Clicking on the [\[Yes\]](#) link deletes the user and takes you to the **DART (Scrip) Configuration Deleted** page shown below.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

Deleting Scrip Configuration

Scrip configuration option **test** has been removed.

Clicking on the [\[No\]](#) link takes you back to the **DART (Scrip) Configurations** page.

ReSOFT servers

Clicking on the *ReSOFT server's* link at the top right-hand corner of every page of the ReSOFT installation management facility, or on the *ReSOFT server's* link under the Installation Management header on the **Welcome** page takes you to the **ReSOFT Servers** page shown below.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

ASI Servers

[[top](#) | [bottom](#) | [servers](#) | [add server](#)]

ASI Server Name	ASI Server URL	Action
Amherst default	https://hfn.tellink.net/main/rpc/rpc.php	[edit] [delete]
Server3	https://server3.tellink.net/main/rpc/rpc.php	[edit] [delete]

[[top](#) | [bottom](#) | [sites](#) | [add server](#)]

At the top of the **ReSOFT Servers** page, right under the **ReSOFT Servers** header, you will find four links to help you navigate the page:

- [[top](#) | [bottom](#) | [servers](#) | [add server](#)]

You will find these links also at the bottom of the **ReSOFT Servers** page.

Next is a list of existing ReSOFT servers. Each ReSOFT server entry consists of:

- ReSOFT Server Name
- ReSOFT Server URL
- Action
 - Clicking on [\[edit\]](#) takes you to the **Edit ReSOFT Server** page
 - Clicking on [\[delete\]](#) takes you to the **Deleting ReSOFT Server** page

The **ReSOFT Servers** page is available only if the logged in user is enabled to have his/her own ReSOFT server.

Add ReSOFT server

To add information about an ReSOFT server, you can click on the *add server* link at the top of the **ReSOFT Servers** page, or on the [\[edit servers\]](#) link to the right of the ReSOFT Server entry on the **Add Site** page.

Clicking on any of these links, will take you to the **Add ReSOFT Server** page shown below

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

user: hfn August 22, 2003

Add ASI Server Information

Cancel Help Enter

ASI server name:
The "friendly" name for the ASI server.

User name:
ASI server account user name.

Password:

Confirm password:

Notification email:
The default notification recipient's email address.

Report email:
The default report recipient's email address.

ASI server URL:
The URL for the ASI server.

Available to all:

Enter Cancel Help

On this page you will find the following fields:

- Server Name – the “friendly” name of the ReSOFT server should be a single text string of up to 50 characters in length. When creating the “friendly” name of an ReSOFT server you should avoid using the following characters:
 - &
 - , (comma)
 - . (period)
- User name – this is the name of the user that will have access to the site’s event, asset, and site management facilities on the ReSOFT server. It should be a single text-only string of between x and y characters. As for Server Name you should not use &, comma, or period. For ease of use, when creating a user name you might also want to avoid using upper case letters, or a mix of upper and lower case letters in user id’s.
- Password – this should be a single text-only string of between x and y characters. For increased security, as you enter the password it is displayed as a string of *

- Confirm Password – to minimize the chance of making a data entry error, you are asked to re-enter the content entered in the Password field in this field. For increased security, as you enter the password it is displayed as a string of *
- Notification email – in this field, enter the e-mail address(es) of the recipient(s) of notifications sent via e-mail. Multiple addresses should be separated by commas.

For example: groucho@marxbrothers.com,chico@marxbrothers.com

- Report email – in this field, enter the e-mail address(es) of the recipient(s) of reports produced for the site. Multiple addresses should be separated by commas.

For example: harpo@marxbrothers.com , zeppo@marxbrothers.com

- ReSOFT Server URL – Here you enter the URL for the ReSOFT server.

For example: <https://hfn.service.com>

- Available to all – If selected, this option makes the ReSOFT server whose information you are entering, or editing, available as a possible ReSOFT server selection to all sites whose record is created, or accessible, by the currently logged in user.

At the top and bottom of the **Add ReSOFT Server** page, you will find three buttons:

- Cancel | Enter | Help

Clicking on *Cancel* takes you back to the **ReSOFT Servers** page without making any changes.

Clicking on *Enter* checks the site information for validity, and either takes you to the **Adding ReSOFT Server** page (shown below), if no problem exists, or to a page with the same name and a message explaining where the error was made.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

user: hfn
August 12, 2003

Adding ASI server

New server **asi central** added.

Clicking on *Help* opens the **Add ReSOFT Server Help** page in a new browser window.

Add ReSOFT server help

The **Add ReSOFT Server Help** page is available only if the logged in user is enabled to have his/her own ReSOFT server. It contains the text of the Add ReSOFT server section of this guide.

Edit ReSOFT server

You can edit an existing ReSOFT server by clicking on the [\[edit\]](#) link in the Action column in its entry on the ReSOFT Servers page. Doing this will take you to the **Edit ReSOFT server** page (shown below).

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

user: hfn August 22, 2003

Edit ASI Server Information

ASI server name:
The "friendly" name for the ASI server.

User name:
ASI server account user name.

New password:
The ASI server password.
Enter only if you want to change the password.

Confirm password:

Notification email:
The default notification recipient's email address.

Report email:
The default report recipient's email address.

ASI server URL:
The URL for the ASI server.

Available to all:

This page is an exact duplicate of the **Add ReSOFT Server** page with all the information filled in, except for the user password.

Edit ReSOFT server help

The **Edit ReSOFT server** Help page contains the text of the Add ReSOFT server section of this guide.

Delete ReSOFT server

Clicking on the [\[delete\]](#) link in the Action column of a site entry in the ReSOFT Servers page, will take you to the Confirm **ReSOFT Server Delete** page shown below.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

user: hfn
August 12, 2003

Confirm ASI Server Delete

Are you sure you want to delete server **asi central**?

[\[Yes\]](#) [\[No\]](#)

Clicking on the [\[Yes\]](#) link deletes the user and takes you to the **ReSOFT Server Deleted** page shown below.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

user: hfn
August 12, 2003

Deleting ASI Server

Server **asi central** has been removed.

Clicking on the [\[No\]](#) link takes you back to the **ReSOFT Servers** page.

E-mail distribution management

Email distribution management for a site is available only if the logged in user is enabled for email distribution.

Clicking on the [\[manage email distribution\]](#) link in the Action column in a site's entry on the **Sites** page takes you to the **Add Email Addresses for <Site Name>** page shown below.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

manage email distribution: [add addresses](#) | [send email](#) | [review email status](#)

user: corpink
July 29, 2003

Add Email Addresses for Corporate Ink

ADD ADDRESSES

Type new addresses:

Enter one email address per line.

Upload a file of addresses:

Upload a text file containing one email address per line.

Browse...

Add Addresses

In the top right-hand area of this page and every other page in the email distribution management module you will see the following navigation bar:

- manage email distribution: [manage addresses](#) | [manage distribution](#) | [review email status](#)

It provides an easy way to navigate among the email distribution functional areas.

Email distribution – how it works

Before we proceed with a detailed description of each function in email distribution management, we will briefly describe how email distribution management works in practice:

- Go to the **Sites** page

- Click on the [\[manage email distribution\]](#) link for the site where you want to install the ReSOFT client using e-mail as the distribution mechanism.
- On the **Add Email Addresses for <Site Name>** page, enter the e-mail addresses of the end-users whose systems you want to install the ReSOFT client on manually, and/or download them from a text file. If there are mistakes, correct them manually, or delete them using the delete function on the page.
- When satisfied that the list is complete and correct, add the addresses using the Add Addresses button on the page. This is important. Please note that all e-mail addresses entered via the **Add Email Addresses for <Site Name>** page will be listed on the **Email Status for <Site Name>** page. After adding e-mail addresses, the **Add Email Addresses for <Site Name>** page is cleared of all content.
- Whenever you need to add e-mail addresses, go back to the **Add Email Addresses for <Site Name>** page, and add the new e-mail addresses as described in step 3) above
- After adding the e-mail addresses, you are ready to set up the e-mail distribution. This means going to the **Send Email for <Site Name>** page, and entering the information for the URL the ReSOFT client installation executable will be downloaded from, the e-mail address that will be used for “bounced” messages, and the content of the e-mail message that will arrive on the end-user’s desktop. For all three items, the ReSOFT installation management facility enters default values automatically. These are the values for these items entered in the currently logged in user’s profile. You will have the opportunity to customize them for each site.
- Once e-mail distribution configuration is completed, you can do one of three things:
 - Store the e-mail distribution configuration using the Update button, and postpone sending the e-mail messages because you may want to check the e-mail addresses already entered, or add more
 - Send all unsent e-mail messages
 - Re-send e-mail messages to those addresses you did not receive confirmation from
- Before sending the e-mail messages, you may want to review the list of e-mail addresses the messages will be sent to. To do this you go to the **Email Status for <Site Name>** page. Once you have done that, you can go back to the **Send Email for <Site Name>** page, and send the e-mail messages.
- The focus now shifts to the **Email Status for <Site Name>** page. Here, you can see which email addresses have not responded, which ones have responded but were unsuccessful at downloading and installing, and which ones were successful at installing the ReSOFT client. This page is the control center for ongoing management of the ReSOFT client e-mail distribution and installation process. It lets you:
 - Re-send the ReSOFT client e-mail distribution and installation e-mail message if a problem occurs, for example the download URL does not work.

To do this, you would first use the global Clear Confirmations action on the **Email Status for <Site Name>** page. Then, you would go to the **Send Email for <Site Name>** page and

change the URL in the ReSOFT client e-mail distribution and installation email message. Next, you would use the Send action in the **Send Email for <Site Name>** page to re-send the messages.

- Re-send the ReSOFT client e-mail distribution and installation e-mail message to users that received it but did not take action as requested.
- To do this, first you would use the Clear Confirmations action for each of the destinations where the ReSOFT client was not installed. Then, you would go to the **Send Email for <Site Name>** page and change the content of the ReSOFT client e-mail distribution and installation e-mail message. Next, you would go back to the **Email Status for <Site Name>** page and use the send email to this email address action to re-send the ReSOFT client e-mail distribution and installation e-mail message
- Delete all e-mail addresses of locations where the ReSOFT client was successfully installed, i.e. those for which the value of the Installation Confirmation column is yes.
- Continue the process described above until all the e-mail ReSOFT client distribution and installation process is completed.

Add e-mail addresses

As described above, the **Add Email Addresses for <Site Name>** page (shown below) is the entry point for the email distribution management module. You can also reach it by clicking on the *add addresses* link in the second-level navigation bar labeled manage email distribution.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

manage email distribution: [add addresses](#) | [send email](#) | [review email status](#)

user: hfn

September 06, 2003

Add Email Addresses for Corporate Ink

ADD ADDRESSES
Type new addresses:
 Enter one email address per line.

Upload a file of addresses:
 Upload a text file containing one email address per line.

This page gives you two ways to enter e-mail addresses, which can be used simultaneously:

- Enter e-mail addresses, one per line in the text box to the right of the label Type new addresses.
- Copy and paste e-mail addresses from a text file where they are entered one per line

- Download e-mail addresses from a text file with one e-mail address per line. You can enter the full path for the file in the text box to the right of the label Upload a file of addresses, or select it by clicking on the *Browse* button. The contents of the file are added automatically to the text box to the right of the label Type new addresses.

If you make mistakes in entering the e-mail addresses, you can correct them manually, or you can delete them by simply dragging your mouse across the one(s) you want to delete. Once you have entered and reviewed the e-mail addresses for accuracy and completeness, clicking on the *Add Addresses* button will take you to the **Adding Email Addresses for <Site Name>** page shown below.

installation: [users](#) | [sites](#) | [Script configurations](#) | [ASI servers](#)

manage email distribution: [add addresses](#) | [send email](#) | [review email status](#)

user: hfn
July 27, 2003

Adding Email Addresses for Corporate Ink

You have entered 7 new email addresses for site **Corporate Ink**.

[\[View them in the Email Status page\]](#)

Clicking on the *Help* button on the **Add Email Addresses for <Site Name>** page opens the **Add Email Addresses** Help page in a new browser window.

Add e-mail addresses help

The **Add Email Addresses** Help page contains the text of the Add e-mail addresses section of this guide.

Send e-mail

Once you have entered and reviewed all e-mail addresses for the users you want to distribute the ReSOFT client via e-mail, you are ready to send the distribution and installation message. Clicking on the *send email* link in the second-level navigation bar labeled manage email distribution; will take you to the **Send Email for <Site Name>** page (shown below).

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

manage email distribution: [add addresses](#) | [send email](#) | [review email status](#)

user: corpink
July 29, 2003

Send Email for Corporate Ink

CHANGE EMAIL CONTENT FOR Corporate Ink

(Any changes will be saved.)

Sender:

The sender and reply-to headers displayed in distributed email.

Extra headers:

Optional extra headers displayed in distributed email. Be sure to hit return after each header.

Subject:

The subject line displayed in distributed email.

Email distribution message:

The message text used to instruct on ASI client installation steps.

```
We need to install software on your
system that will automate
management and maintenance procedures.
Please click on the link
provided below to begin the
installation process. When you do
that, your browser will give you the
option to "Run this program
from its current location"; please
select that option and click
```

Download URL:

The URL for download of ASI client updates.

Bounce email:

The email address for bounced email.

SEND EMAIL

Send all pending (unsent) email:

Update Content/ Send Emails

Help

On this page, before sending the e-mail messages to the addresses added on the **Add Email Addresses for <Site Name>** page you can edit:

- Sender (default) – This is the e-mail address that will be displayed as the sending and reply-to address in the ReSOFT client distribution and installation e-mail message.
- Extra headers (default) – In addition to the e-mail address the ReSOFT client distribution and installation e-mail message is being sent to, the sending e-mail address, and the subject line, you can add other headers in this field, each on a different line. Following are some common headers and their format:
 - X-Priority: (integer between 1, highest and 5)
 - Cc: <e-mail address> (if more than one address is entered, addresses should be separated by a comma with no spaces)
 - Bcc: <e-mail address> (if more than one address is entered, addresses should be separated by a comma with no spaces)

- Subject (default) – Here you enter the subject of the ReSOFT client distribution and installation e-mail message.
- Email distribution message (default) – In this field you can enter content for the default ReSOFT client installation e-mail message sent by the email distribution management module.
- Download URL (default) – In this field, you have the option enter the default URL for downloading the ReSOFT client installation executable.
- Bounce email (default) – In this field, you have the option to enter a site specific e-mail address to be used by the email distribution management module as the return destination for the ReSOFT client installation e-mail messages that did not reach their original destination.

By default, the value of these fields is that entered in the record of the site whose *[manage email distribution]* link you clicked on.

Once you are satisfied that the values of these entries are as you want them to be for the site where the ReSOFT client will be installed, you are ready to send the ReSOFT client distribution and installation messages to the recipients whose e-mail address you entered on the **Add Email Addresses for <Site Name>** page.

To do this, click in the box to the left of the Send all pending (unsent) email label, then click on The *Update Content / Send Emails* button. Doing this will take you to the **Sending Email for <Site Name>** page shown below.

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manage email distribution: [add addresses](#) | [send email](#) | [review email status](#)

user: hfn
July 27, 2008

Sending Email for Corporate Ink

1 email message sent.

If you only want to edit the content of the fields on **the Send Email for <Site Name>** page, simply leave the box to the left of the Send all pending (unsent) email label unchecked, and click on the *Update Content / Send Emails* button. Doing this will take you to the page shown below

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manage email distribution: [add addresses](#) | [send email](#) | [review email status](#)

user: corpink
July 29, 2008

Updating Content for Corporate Ink

Email content updated for site **Corporate Ink**.

Clicking on the *Help* button on the **Send Email for <Site Name>** page opens the **Send Email Help** page in a new browser window.

Send email help

The **Send Email Help** page contains the text of the Send e-mail section of this guide.

Review e-mail status

The distribution and installation of the ReSOFT client via e-mail is an iterative process. For this reason, you need an easy way to review the status of the process, and take the action necessary to ensure its successful completion, to the greatest possible extent.

The **Email Status for <Site Name>** page, shown below, lets you review the status of the ReSOFT client e-mail distribution and installation process at a glance and:

- Clear confirmations for one, some, or all recipients whose e-mail address you entered on the **Add Email Addresses for <Site Name>** page,
- Delete one, some, or all e-mail addresses you entered in the **Add Email Addresses for <Site Name>** page, and
- Send the ReSOFT client distribution and installation message to one, some or all recipients whose email address you entered on the **Add Email Addresses for <Site Name>** page.

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user: hfn

December 01, 2003

Review Email Status for Corporate Ink

CLEAR RESPONSE CONFIRMATIONS

Clear all response confirmations:

Clear Confirmations

DELETE ADDRESSES

Delete all addresses:



Delete Addresses

Delete only those with confirmed installation:



SEND EMAIL

Send all pending (unsent) email:



Send Email

Resend emails to addresses without confirmed responses:

Email Address	Email Sent	Response Confirmation	Installation Confirmation	Action
abermar@corporateink.com	No	No	No	[delete] [clear response confirmation] [send email to this address]
adonnini@corporateink.com	No	No	No	[delete] [clear response confirmation] [send email to this address]

Help

In the upper part of the **Email Status for <Site Name>** page, you will find a control panel that lets you:

- Clear Response Confirmations. Clicking the *Clear Confirmations* button will reset the Response Confirmation value to no for all e-mail addresses, letting you re-send the ReSOFT client distribution and installation e-mail message to all destinations.
- Delete Addresses. This powerful action should be used with care. It lets you:
 - Delete all addresses from which you have received confirmation that the installation of the ReSOFT client has been completed successfully, clicking on the radio button to the right of the Delete only those with confirmed installation label, and clicking on the *Delete Addresses* button.
 - Delete all addresses regardless of whether you have received confirmation of a successfully completed installation clicking on the radio button to the right of the Delete all addresses label, and clicking on the *Delete Addresses* button.
- Send Email. The Send Email action lets you
 - Send ReSOFT client distribution and installation e-mail messages to all recipients from whom you have not received confirmation, by clicking on the Resend emails to addresses without confirmed responses check box, and clicking on the *Send Email* button.
 - Send all ReSOFT client distribution and installation e-mail messages not yet sent by clicking on the Send all pending (unsent) email check box, and clicking on the *Send Email* button.

In the lower portion of the **Email Status for <Site Name>** page, you will find a table listing all the e-mail addresses you entered on the **Add Email Addresses for <Site Name>** page. Each entry in the table consists of:

- Email Address. The e-mail address of a recipient of the ReSOFT client distribution and installation e-mail message
- Email Sent. Has the ReSOFT client e-mail distribution and installation e-mail message been sent to this recipient?
- Response Confirmation. Has the recipient of ReSOFT client e-mail distribution and installation e-mail message responded to the message?
- Installation Confirmation. Has the installation of ReSOFT client e-mail been completed successfully?
- Action. For each entry in the table, you can take one of the following actions:
 - Delete an e-mail address by clicking on the [delete] link in the Action column of an e-mail address entry
 - Clear the response confirmations for an e-mail address by clicking on the [[clear response confirmation](#)] link in the **Action** column of an e-mail address entry. This is useful if you want to re-send the ReSOFT client distribution and installation e-mail message to individual recipients, for example those who received the message but did not take the requested action.

- Send the ReSOFT client distribution and installation e-mail message to individual recipients, regardless of the confirmation status for their locations clicking on the [\[send email to this address\]](#) link in the **Action** column of an e-mail address entry

Whenever you take a clear confirmations, delete, or send e-mail action, whether applied to an individual address or all addresses, you will be required to confirm the action you are about to take. For example, if you want to delete all addresses listed in the **Email Status for <Site Name>** page, clicking on the Delete Addresses button on the **Email Status for <Site Name>** page will take you to the Confirm Delete **Email Addresses for <Site Name>** page shown below.

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user: **corpink**
July 29, 2003

Confirm Delete Email Addresses for Corporate Ink

Are you sure you want to delete all email addresses for site **Corporate Ink**?

[\[Yes\]](#) [\[No\]](#)

Here, clicking on the [\[No\]](#) button; will take you back to the **Email Status for <Site Name>** page.

Confirming the delete action by clicking on the [\[Yes\]](#) button will take you to the Deleting Email Addresses for <Site Name> page shown below.

installation: [users](#) | [sites](#) | [Scrip configurations](#) | [ASI servers](#)

manage email distribution: [add addresses](#) | [send email](#) | [review email status](#)

user: **hfn**
July 27, 2003

Deleting Email Addresses for Corporate Ink

6 email addresses for site **Corporate Ink** have been removed.

Clicking on the *Help* button on the **Email Status for <Site Name>** page opens the Email Status Help page in a new browser window.

Review e-mail status help

The **Email Status Help** page contains the text of the Review e-mail status section of this guide.



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