

Motivate Systems[®]

Computer Reporter Administration Guide

Version 1.0a

IMPORTANT:

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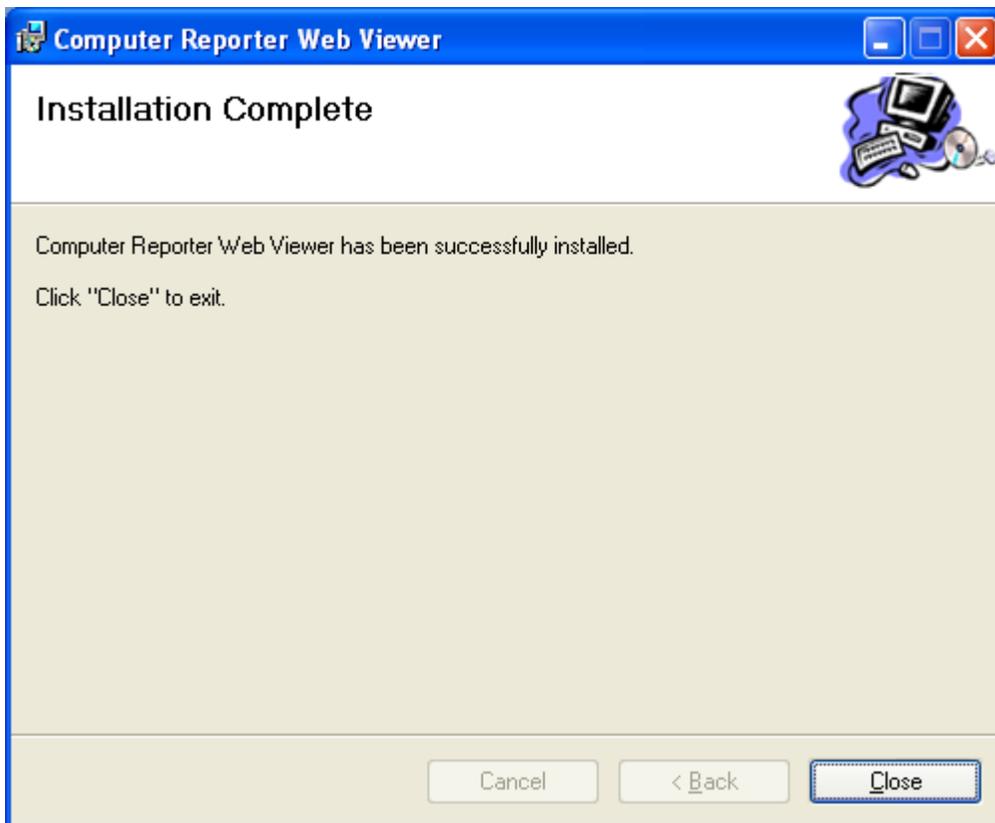
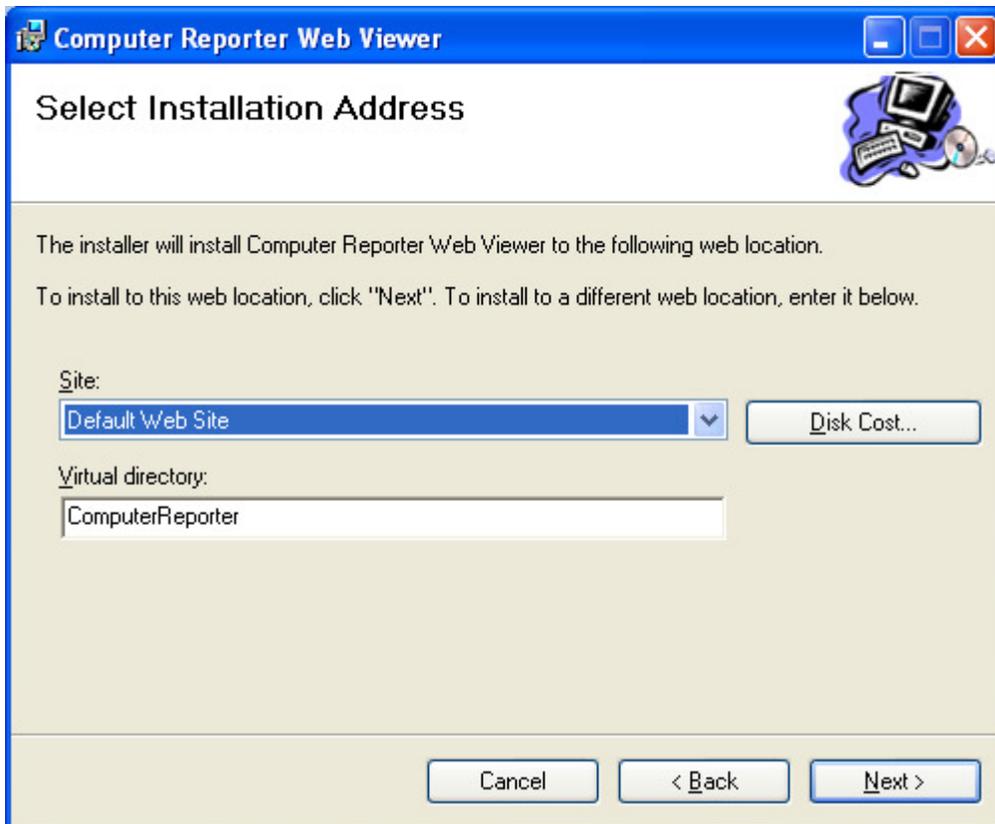
I. Overview

Computer Reporter contains two parts; a Web Viewer and an Information Collector. The Web Viewer must be installed on a Domain Member running Internet Information Service (IIS) and the .NET Framework 2.0 version. The Information Collector is deployed to your domain computers using an Active Directory Group Policy Object.

II. Installing the Web Viewer

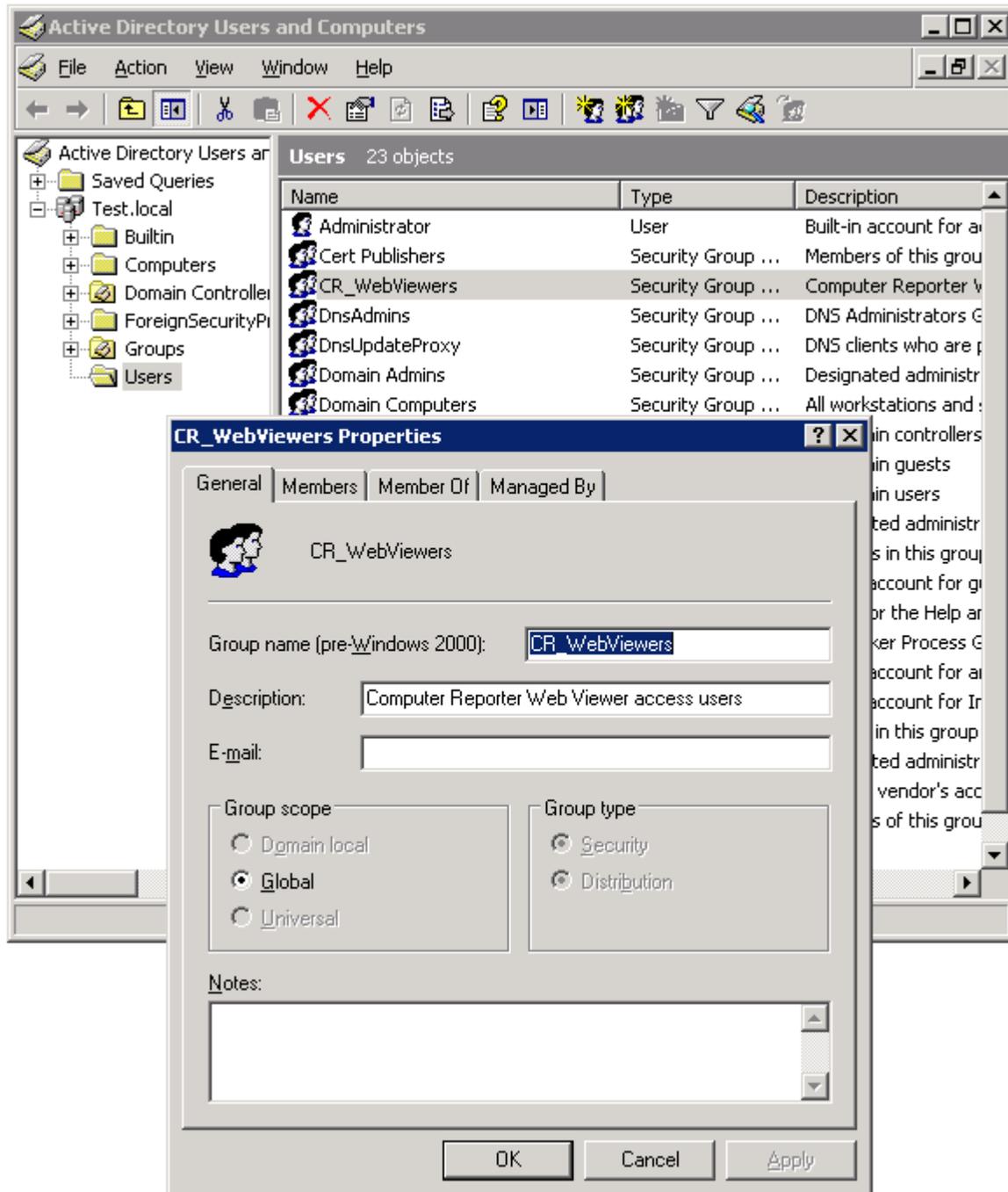
Before installing the Web Viewer, verify Internet Information Service (IIS) and .NET Framework 2.0 have been installed. Double click "Setup.msi" when logged in as a Domain Admin. Follow the setup instructions.





Add users to CR_WebViewers group

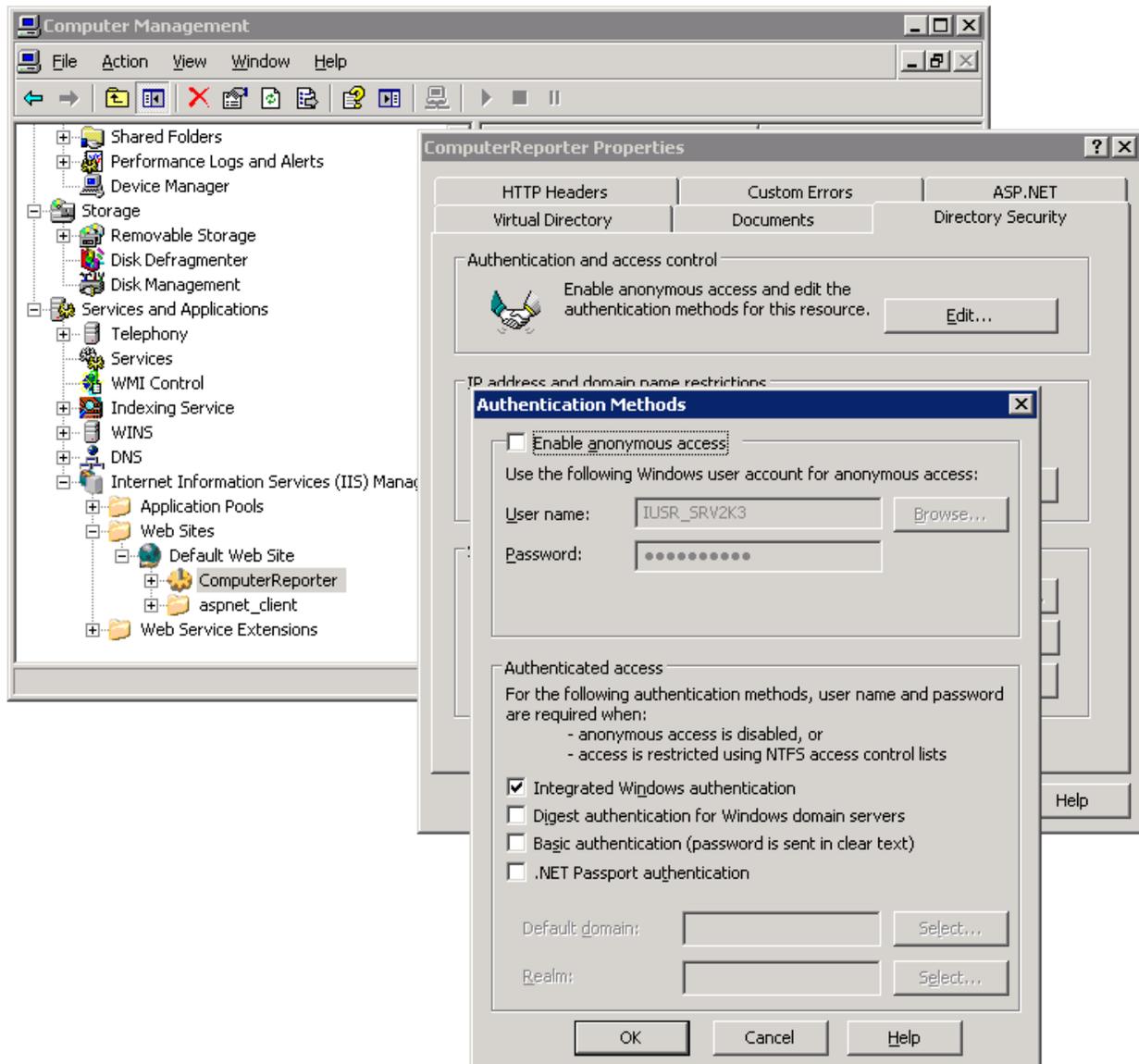
The Installer creates an Active Directory group called CR_WebViewers. Add users to this group to give them access to the Computer Reporter Web Viewer.



Disable IIS anonymous access

Launch the Internet Information Services (IIS) Administrative Console. Navigate to the Computer Reporter IIS Virtual Directory. Turn off Anonymous access and ensure Integrated Windows Authentication is turned on.

1. Right click My Computer -> Manage
2. Right click the Computer Reporter Virtual Directory -> Properties
3. Click the Directory Security Tab
4. Click the Edit button under Authentication and access control
5. Uncheck Enabled anonymous access
6. Check Integrated Windows Authentication

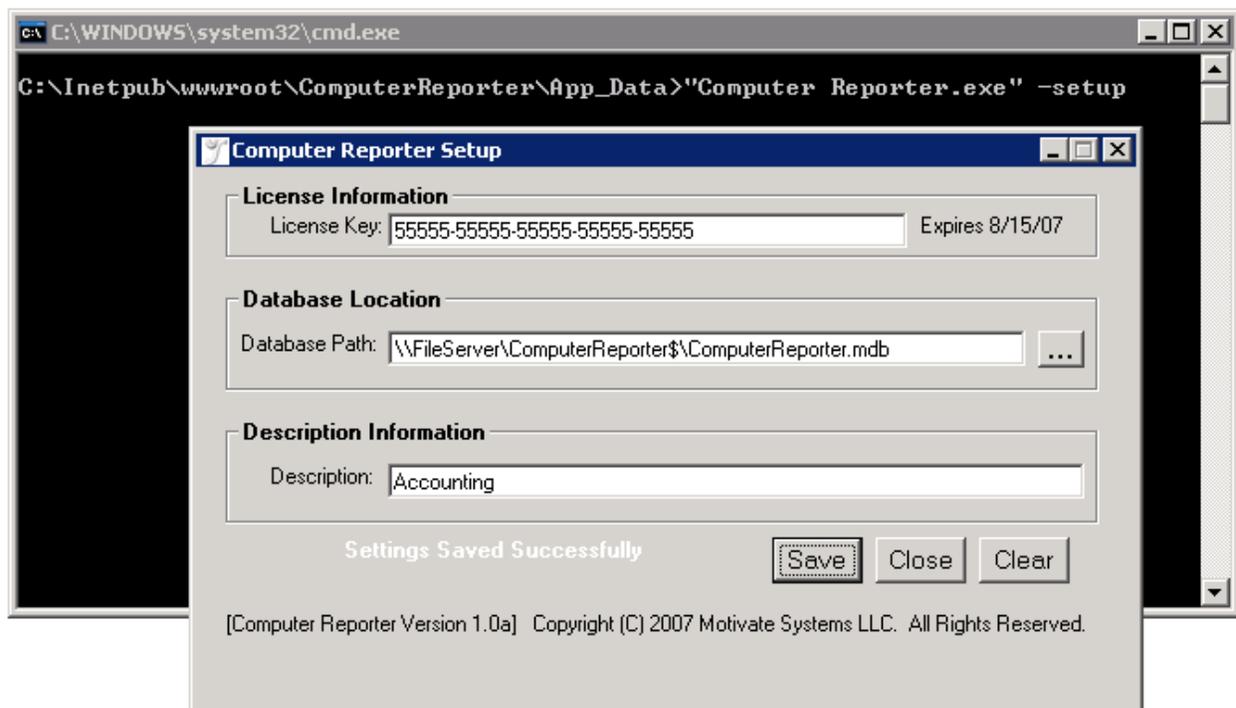


III. Configure the Information Collector

Enter Setup Mode

The Information Collector is copied to the App_Data folder during the Web Viewer installation. By default this is located at: ***c:\inetpub\wwwroot\ComputerReporter\App_Data***

To enter setup mode, double click the Setup.bat file or run "Computer Reporter.exe" from the command line using the -setup flag. For example:



This will launch the Graphical User Interface shown above.

IV. Setting Required Values

License Key

Computer Reporter provides a fully functional 30 day evaluation with no restrictions. After your evaluation period expires, you can continue to use Computer Reporter by purchasing a license key from www.MotivateSystems.com.

Database Path

During installation a shared folder is created called ComputerReporter\$. This folder contains the database. Type the UNC path to this database:

`\\<WebViewerServerName>\ComputerReporter$\ComputerReporter.mdb`

Substitute <WebViewerServerName> with the name of the computer in which the Web Viewer is installed.

V. Setting Optional Values

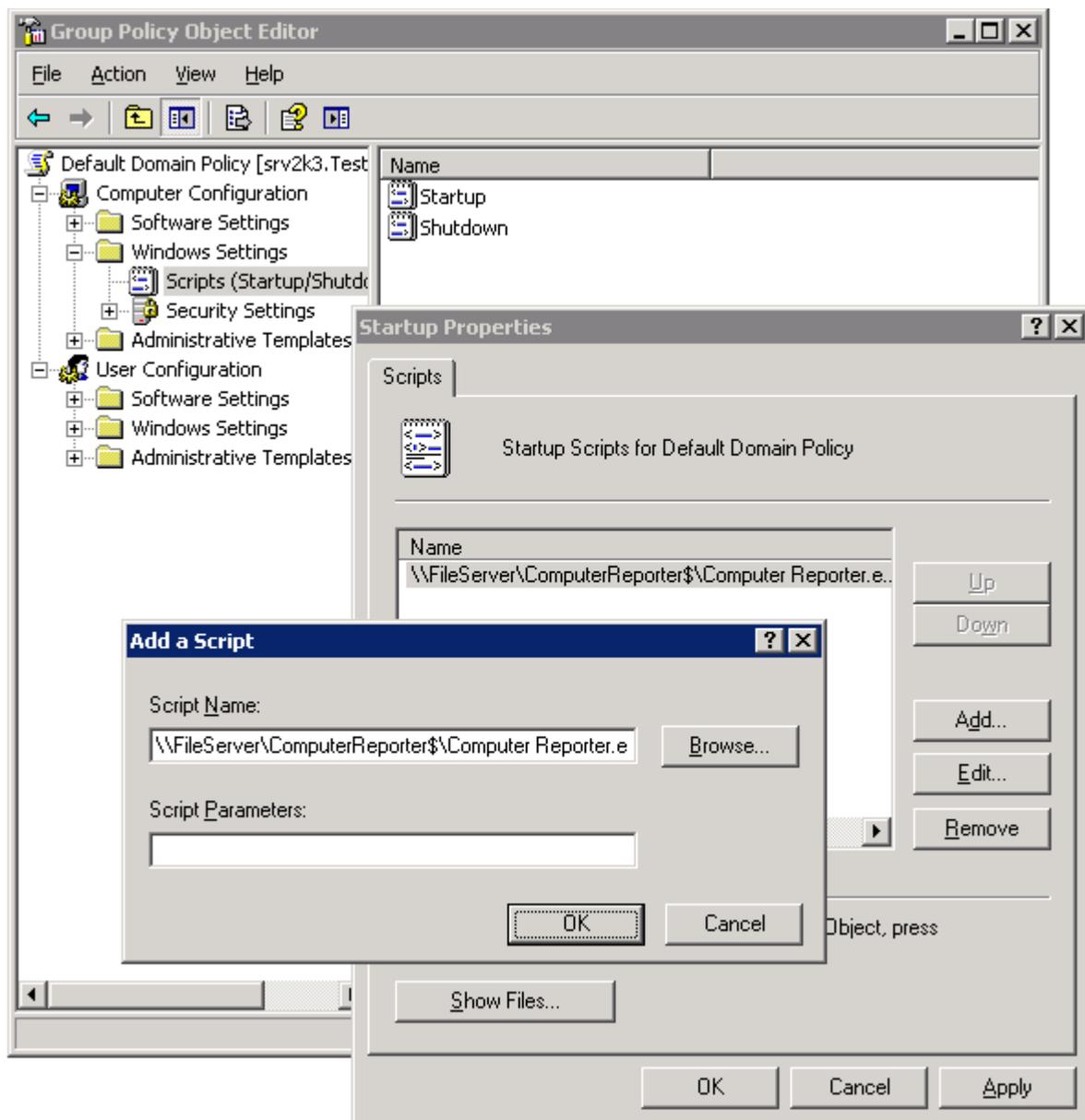
Description

Computer Reporter allows you to set an optional description. This is useful when deploying Computer Reporter based on the logical structure of your environment. The value is useful when performing custom searches and reports.

VI. Deployment

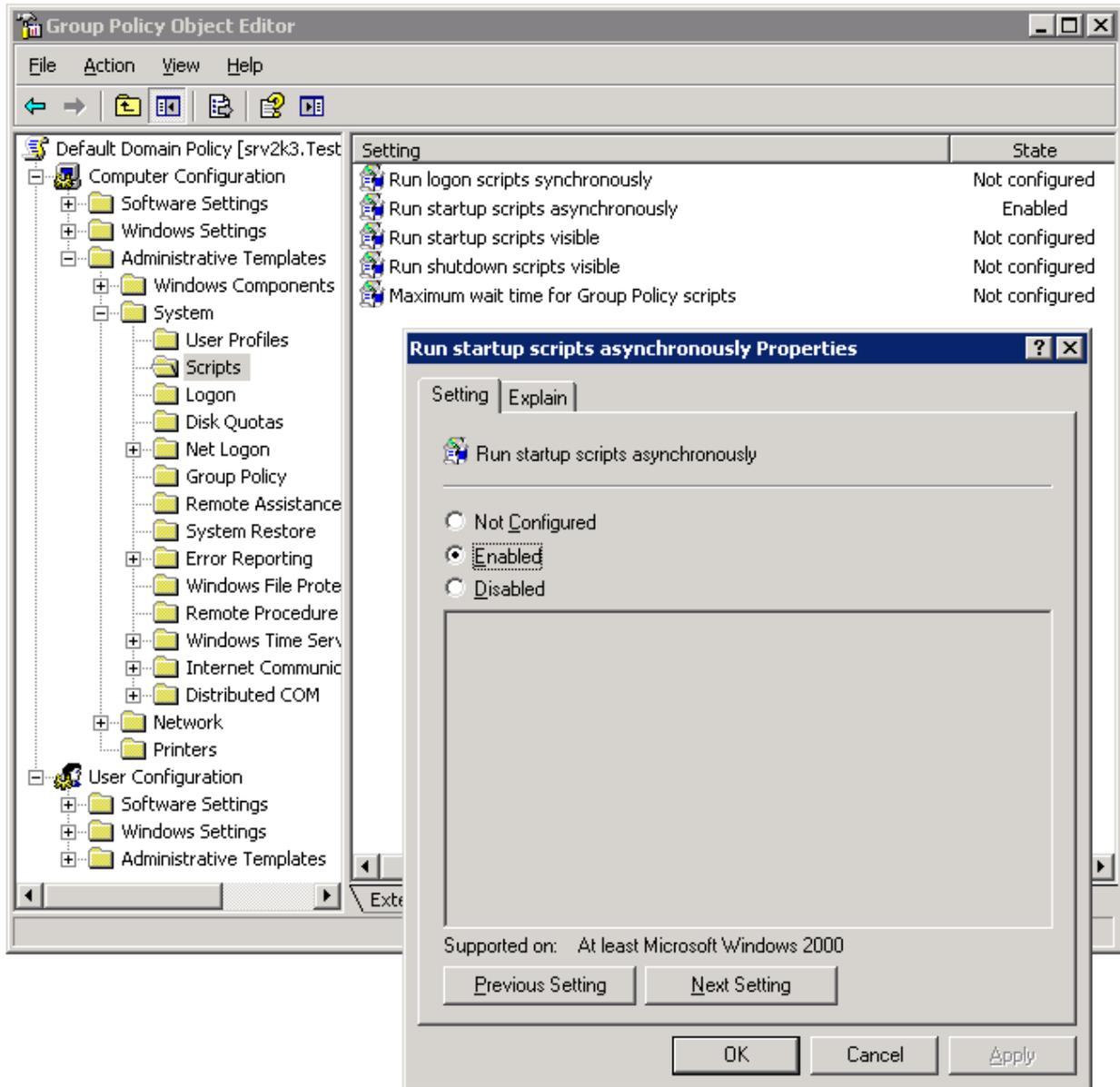
Deploy Computer Reporter by using Active Directory Group Policy. You can target a specific OU or you can apply it to the Default Domain Policy. From an administrative computer:

1. Launch the Active Directory Users and Computers console.
2. Edit the Default Domain Group Policy Object (or any other GPO).
3. Navigate to the following path:
Computer Configuration->Windows Settings->Scripts (Startup/Shutdown)
4. Double click **Scripts (Startup/Shutdown)** then click the Add button.
5. Add the UNC path to "Computer Reporter.exe".



TIP: It is good practice to test Computer Reporter first. Deploy it to a TEST OU that contains several workstations running all of the operating systems contained in your environment. Reboot each workstation and observe successful results before applying to the rest of the company.

TIP: We recommend that you configure Computer Startup Scripts to run asynchronously. This will allow users to log into their workstations while Computer Reporter runs silently in the background.



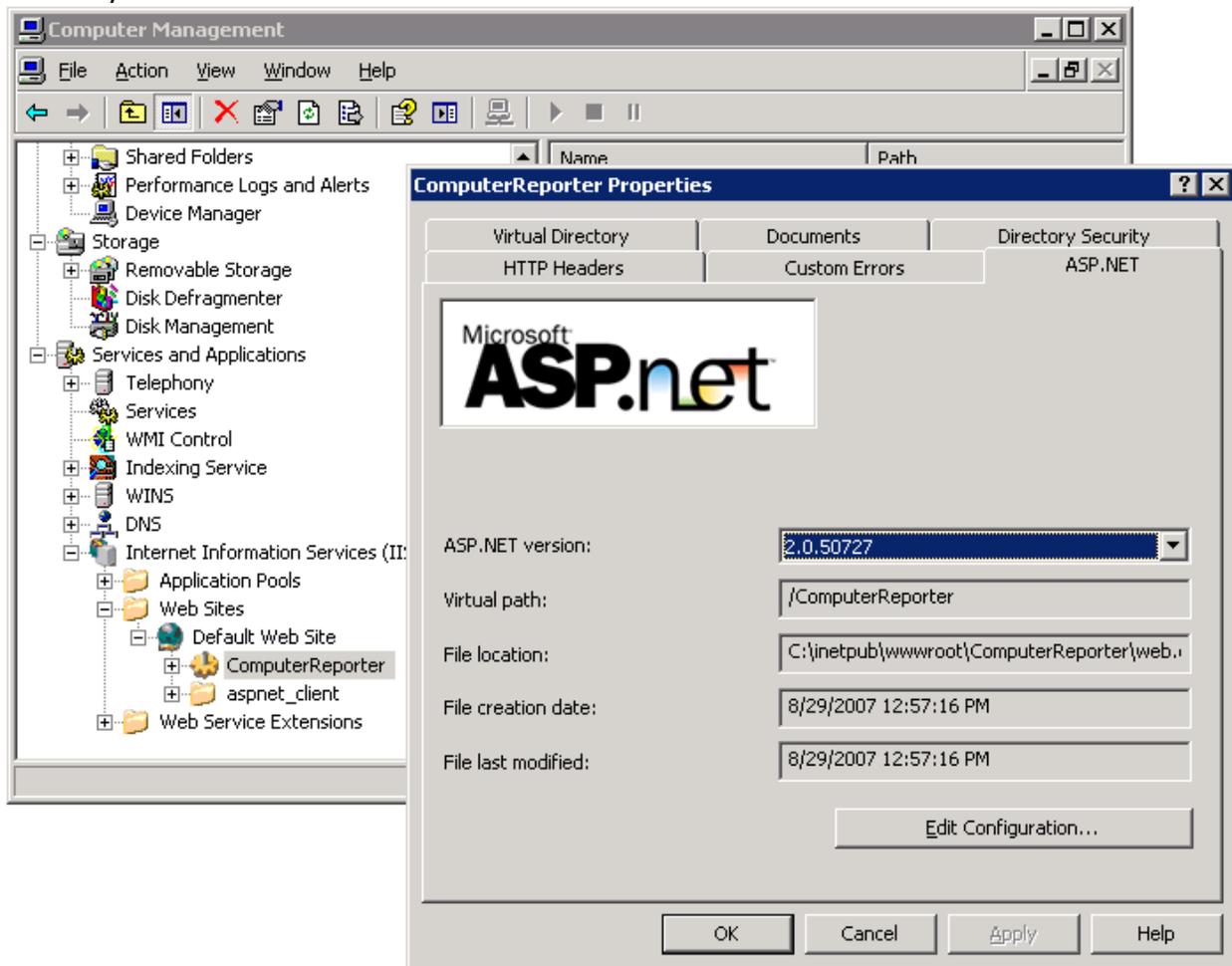
VII. Troubleshooting

Unable to access the Web Viewer - .NET Framework Errors

If IIS was installed after the installation of the .NET Framework 2.0, then you must repair the .NET Framework 2.0.

1. Go to Add/Remove Programs
2. Select the .NET Framework 2.0 and click Change
3. Select the Repair option
4. Reboot

Make sure the .NET Framework 2.0 version is applied to the Computer Reporter IIS Virtual Directory:



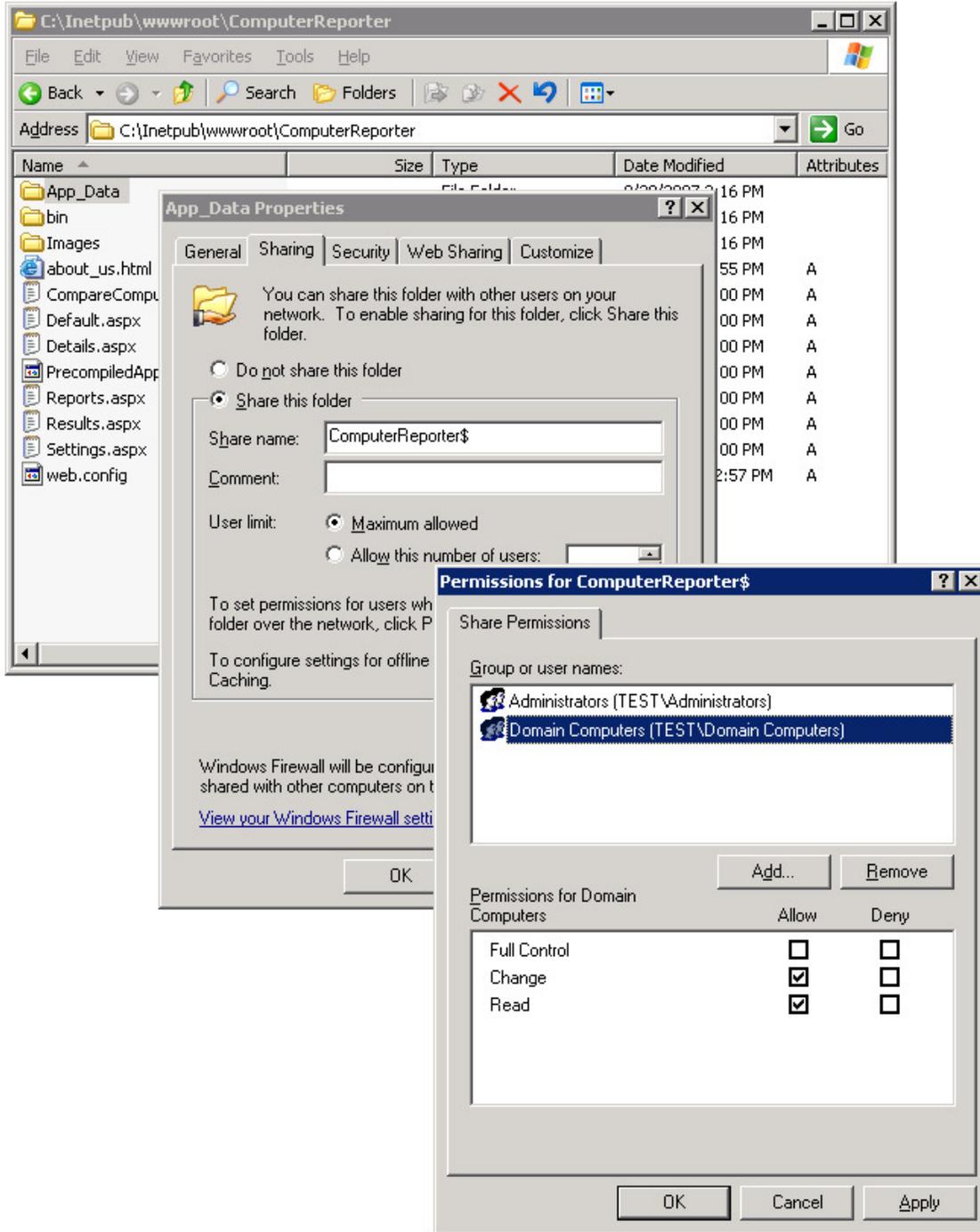
ASPNET Service Permissions

Ensure the ASPNET user account has READ access to the Computer Reporter IIS Virtual Directory. If the Web Viewer was installed on a Domain Controller, ensure the IUSR_<computername> and IUSR_WPG accounts have READ access to the Computer Reporter IIS Virtual Directory.

Troubleshooting:

Computer Information not collected in database

If computers are not reporting information to the database, check the permissions on the **ComputerReporter\$** shared folder. Verify that the installation process gave Domain Computers WRITE access at both the share level and NTFS file level.



Troubleshooting:
Unable to access the Web Viewer

CR_Viewers Group

1. Ensure the CR_WebViewers Active Directory group was created by the installer.
2. Ensure this group has READ access to the Computer Reporter IIS Virtual Directory folder.
3. Ensure this group has WRITE rights to the subfolder called App_Data.

