Legal Information

**Book Name:** AdminStudio 2020 R2 Installation Guide  
**Part Number:** ADS-2020-IG00  
**Product Release Date:** November 2020

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Contents

1 AdminStudio 2020 R2 Installation Guide .............................................. 5
   Product Support Resources .............................................................. 6
   Contact Us ......................................................................................... 6

2 System Requirements ........................................................................ 9
   Hardware and Software Requirements .............................................. 9
      AdminStudio Machine ................................................................ 10
      Distribution Systems .................................................................. 11
      Application Catalog Database Server ......................................... 12
      AdminStudio Enterprise Server / Workflow Manager Server ....... 13
      Automated Application Converter ................................................. 14
         Virtual Machine Requirements .................................................. 14
            Supported Virtual Machine Platforms ................................ 14
            VMware Requirements .......................................................... 14
            Microsoft Hyper-V Server Requirements ............................ 17
            Virtual Machine Image Requirements .................................. 17
      Virtual Technology Requirements ................................................ 18
      Limited Edition Requirements ..................................................... 18
   Database Server Permissions ........................................................... 19
   Installing Internet Information Services (IIS) .................................. 20
   Port Requirements for Integration .................................................... 21

3 Installing AdminStudio 2020 R2 ......................................................... 25
   Installing AdminStudio ................................................................. 25
      Installing AdminStudio Using the Installation Wizard .................. 25
      Installing AdminStudio Silently Via Command Line ................... 27
   Upgrading an Existing Application Catalog to AdminStudio 2020 R2 .. 28
      Upgrading an Application Catalog ................................................ 28
         Upgrading an Application Catalog Using the User Interface ....... 28
4 Installing AdminStudio 2020 R2 Limited Editions ........................................ 39
  Installing AdminStudio 2020 R2 ZENworks Edition ...................................... 39
  Installing AdminStudio 2020 R2 Limited Edition for LANDesk Management Suite 41

5 Activating AdminStudio ................................................................. 43
  About Activation ........................................................................ 44
    About Activation Codes ............................................................ 44
    About Registration .................................................................... 44
  Activating AdminStudio (Full Edition) Upon Initial Startup ......................... 44
    Activating AdminStudio Purchased from Flexera Software ....................... 45
    Activating AdminStudio Purchased from a Reseller .................................. 45
  Activating AdminStudio ZENworks Edition ............................................. 47
  Registering and Activating AdminStudio Limited Edition for LANDesk Management Suite ......................................................... 49
  Activation Troubleshooting .................................................................... 51
    General Troubleshooting ............................................................. 51
    Activating Through a Web Page ....................................................... 52
    Activating Products Silently ......................................................... 53
    Reactivating AdminStudio on a Different Computer .............................. 54

6 Upgrading Your Product Edition ...................................................... 55

7 Evaluating AdminStudio .............................................................. 57
  Evaluating AdminStudio Enterprise Edition Client Tools ............................ 58
    AdminStudio 2020 R2 Evaluation Restrictions ...................................... 59
    Evaluating AdminStudio’s Microsoft App-V Support .............................. 59
  Evaluating the Automated Application Converter “Multiple Application” Option ................................................................. 59
  Evaluating the Client Tools in the Limited Edition for LANDesk Management Suite ......................................................................... 60
  Activating AdminStudio After Evaluation Period ................................ ... 60

Index ................................................................................................ 63
Information about installing the AdminStudio is presented in the following sections:

Table 1-1 • Installing AdminStudio 2020 R2

<table>
<thead>
<tr>
<th>Topic</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Requirements</td>
<td>Lists the hardware and software requirements for the components of the AdminStudio tools.</td>
</tr>
<tr>
<td>Installing AdminStudio 2020 R2</td>
<td>Describes how to install the AdminStudio tools. This section also explains how to upgrade an existing Application Catalog to be used with AdminStudio 2020 R2.</td>
</tr>
<tr>
<td></td>
<td>• Installing AdminStudio</td>
</tr>
<tr>
<td></td>
<td>• Upgrading an Existing Application Catalog to AdminStudio 2020 R2</td>
</tr>
<tr>
<td>Installing AdminStudio 2020 R2 Limited Editions</td>
<td>Describes how to install the following AdminStudio Limited Editions:</td>
</tr>
<tr>
<td></td>
<td>• Installing AdminStudio 2020 R2 ZENworks Edition</td>
</tr>
<tr>
<td></td>
<td>• Installing AdminStudio 2020 R2 Limited Edition for LANDesk Management Suite</td>
</tr>
<tr>
<td>Activating AdminStudio</td>
<td>Explains how to activate AdminStudio, and provides activation troubleshooting information.</td>
</tr>
<tr>
<td>Upgrading Your Product Edition</td>
<td>Explains how to use AdminStudio’s built-in upgrade capability to activate features in a higher Edition without re-installing the application.</td>
</tr>
<tr>
<td>Evaluating AdminStudio</td>
<td>Explains how to evaluate the AdminStudio Enterprise Edition client tools and also how to activate your product after purchasing an activation code.</td>
</tr>
</tbody>
</table>

Note • For detailed information on the new features in AdminStudio 2018 and a breakdown of available Editions, see the AdminStudio 2020 R2 Release Notes.
Product Support Resources

The following resources are available to assist you with using this product:

- Flexera Product Documentation
- Flexera Community
- Flexera Learning Center
- Flexera Support

Flexera Product Documentation

You can find documentation for all Flexera products on the Flexera Product Documentation site:
https://docs.flexera.com

Flexera Community

On the Flexera Community site, you can quickly find answers to your questions by searching content from other customers, product experts, and thought leaders. You can also post questions on discussion forums for experts to answer. For each of Flexera’s product solutions, you can access forums, blog posts, and knowledge base articles.
https://community.flexera.com

Flexera Learning Center

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https://learn.flexera.com

Flexera Support

For customers who have purchased a maintenance contract for their product(s), you can submit a support case or check the status of an existing case by making selections on the Get Support menu of the Flexera Community.
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Contact Us

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- LinkedIn
- YouTube
- Instagram
Before installing the AdminStudio tools, review the following hardware and software requirements.

- Hardware and Software Requirements
- Database Server Permissions
- Installing Internet Information Services (IIS)
- Port Requirements for Integration

**Hardware and Software Requirements**

All of AdminStudio—Web sites, XML Web services, and database—can reside on a single machine; however, the configuration detailed in this section is recommended.

This section lists the requirements for AdminStudio client tool machine, Application Catalog database server, Web server, Software Repository server, and virtual machines.

- AdminStudio Machine
- Distribution Systems
- Application Catalog Database Server
- AdminStudio Enterprise Server / Workflow Manager Server
- Automated Application Converter
- Limited Edition Requirements
## AdminStudio Machine

The following table lists the recommended system configuration for a machine running AdminStudio:

**Table 2-1 • AdminStudio Machine Requirements**

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Platform</strong></td>
<td>32-bit or 64-bit processor at 2 GHz or greater</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>All of the AdminStudio tools run on 64-bit Windows operating systems. To repackage 64-bit applications or create 64-bit App-V packages, install AdminStudio on a 64-bit Windows operating system. <strong>It should be minimum of dual core processor.</strong></td>
</tr>
<tr>
<td><strong>RAM</strong></td>
<td>4 GB</td>
</tr>
<tr>
<td><strong>Hard Disk</strong></td>
<td>4 GB of free space</td>
</tr>
<tr>
<td><strong>Display</strong></td>
<td>Designed for XGA at 1024 x 768 resolution or higher</td>
</tr>
<tr>
<td><strong>MSXML</strong></td>
<td>MSXML 6.0</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td><strong>MSXML is installed by the AdminStudio installer.</strong></td>
</tr>
<tr>
<td><strong>Operating Systems</strong></td>
<td>Windows 7</td>
</tr>
<tr>
<td></td>
<td>Windows 8 and Windows 8.1</td>
</tr>
<tr>
<td></td>
<td>Windows 10</td>
</tr>
<tr>
<td></td>
<td>Windows Server 2008 R2</td>
</tr>
<tr>
<td></td>
<td>While installing AdminStudio 2020 R2 setup on Windows Server machines asks for restart and after restart the installation goes back to beginning of installation (EULA).</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td><strong>Support for Windows Vista was removed due to a modification made by Microsoft. For more information, see the following articles:</strong></td>
</tr>
<tr>
<td></td>
<td>• An ADO application does not run on down-level operating systems after you recompile it on a computer that is running Windows 7 SP 1 or Windows Server 2008 R2 SP 1 or that has KB983246 installed [Microsoft Article 2517589]</td>
</tr>
<tr>
<td></td>
<td>• A Better Solution for the Windows 7 SP1 ADO GUID Changes</td>
</tr>
<tr>
<td><strong>Browser</strong></td>
<td>Microsoft Internet Explorer 7.0 or later</td>
</tr>
<tr>
<td><strong>Privileges</strong></td>
<td>Administrative privileges on the system</td>
</tr>
</tbody>
</table>
Distribution Systems

AdminStudio supports distribution of both applications and packages.

**Application Distribution**

AdminStudio supports the following distribution systems for the distribution of applications.

**Table 2-2 • Distribution System Requirements**

<table>
<thead>
<tr>
<th>Distribution System</th>
<th>Support Version(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Center Configuration Manager</td>
<td>2007, 2012 R2, 2012 R2 SP1, ConfigMgr 2002</td>
</tr>
<tr>
<td>Symantec Altiris Client Management Suite</td>
<td>7.5</td>
</tr>
<tr>
<td>JAMF Casper Suite Server</td>
<td>9.9</td>
</tr>
<tr>
<td>Citrix XenApp Server</td>
<td>6.5</td>
</tr>
<tr>
<td>AirWatch Server</td>
<td>6.5 [Mobile applications only]</td>
</tr>
<tr>
<td>Microsoft App-V Server</td>
<td>5.1</td>
</tr>
</tbody>
</table>

**Note** • In order for you to distribute packages to a Microsoft App-V Server, the WinRM service must be running, and the App-V Server must be in the list of trusted hosts. Both of these can be accomplished from PowerShell by running the following command:

```
set-item wsman:\localhost\Client\TrustedHosts -value <Machine Name>
```

**Package Distribution**

AdminStudio supports the following distribution systems for the distribution of packages using the Legacy Distribution Wizard.

**Table 3 •**

<table>
<thead>
<tr>
<th>Distribution System</th>
<th>Supported Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Altiris Notification Server</td>
<td>Version 6.5</td>
</tr>
<tr>
<td>LANDESK Management Suite</td>
<td>Version 9</td>
</tr>
<tr>
<td>Novell ZENworks Configuration Management</td>
<td>Versions 10 and 11</td>
</tr>
<tr>
<td>Microsoft System Center Configuration Manager</td>
<td>2007, 2012 R2, 2012 R2 SP1, ConfigMgr 2002</td>
</tr>
</tbody>
</table>
Application Catalog Database Server

The following table lists the recommended system configuration for a database server to store AdminStudio Application Catalog databases.

### Table 2-1 • Application Catalog Database Server Requirements

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Platform</strong></td>
<td>32-bit or 64-bit processor at 2 GHz or greater</td>
</tr>
<tr>
<td><strong>RAM</strong></td>
<td>4 GB or greater (8 GB preferred)</td>
</tr>
<tr>
<td><strong>Hard Disk Space</strong></td>
<td>80 GB or greater</td>
</tr>
<tr>
<td><strong>Operating System</strong></td>
<td>Windows Server 2008 R2 or later (Windows Server 2012 or later preferred)</td>
</tr>
<tr>
<td></td>
<td>• Dictionary sort order—SQL Server must be installed with case insensitive dictionary sort order 52 on Code Page 1252 for non-Unicode data. For more information, use the <code>sp_helpsort</code> T-SQL command, which returns the following:</td>
</tr>
<tr>
<td></td>
<td>Latin1-General, case-insensitive, accent-sensitive, kanatype-insensitive, width-insensitive for Unicode Data, SQL Server Sort Order 52 on Code Page 1252 for non-Unicode data</td>
</tr>
<tr>
<td></td>
<td>• Collation setting—<code>SQL_Latin1_General_CP1_CI_AS</code> is the required collation setting for AdminStudio database server. It is the only supported collation.</td>
</tr>
</tbody>
</table>

**Note** • Before attempting to connect to an existing Microsoft SQL Server, open SQL Server Configuration Manager and make sure that the following three protocols are enabled:

- Shared Memory
- Named Pipes
- TCP/IP
AdminStudio Enterprise Server / Workflow Manager Server

The following table lists the system requirements for the Web server that hosts the Workflow Manager Data Web service and the actual Workflow Manager Web site and/or AdminStudio Enterprise Server:

Table 2-2 • AdminStudio Enterprise Server / Workflow Manager Server Requirements

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Platform</td>
<td>32-bit or 64-bit processor at 2 GHz or greater</td>
</tr>
<tr>
<td></td>
<td><em>Note • AdminStudio Enterprise Server / Workflow Manager runs in 32-bit mode on a 64-bit OS.</em></td>
</tr>
<tr>
<td>RAM</td>
<td>4 GB or greater (8 GB preferred)</td>
</tr>
<tr>
<td>Hard Disk Space</td>
<td>100 GB or greater</td>
</tr>
<tr>
<td>Operating System</td>
<td>Windows Server 2008 R2 or later / English base language (Windows Server 2012 preferred)</td>
</tr>
<tr>
<td>IIS</td>
<td>IIS 7.0 or later</td>
</tr>
<tr>
<td>.NET</td>
<td>.NET Framework 4.0</td>
</tr>
<tr>
<td>MSXML</td>
<td>MSXML 6.0</td>
</tr>
<tr>
<td></td>
<td><em>Note • MSXML is installed by the AdminStudio Enterprise Server / Workflow Manager installer.</em></td>
</tr>
</tbody>
</table>
Automated Application Converter

This section lists the requirements for the virtual machines used by Automated Application Converter to perform repackaging. Also, the software requirements for specific virtual technologies are listed.

- Virtual Machine Requirements
- Virtual Technology Requirements

Virtual Machine Requirements

Automated Application Converter performs automated repackaging on virtual machines. This section lists the virtual machine platform and virtual machine image system requirements.

- Supported Virtual Machine Platforms
- VMware Requirements
- Microsoft Hyper-V Server Requirements
- Virtual Machine Image Requirements

Supported Virtual Machine Platforms

The Automated Application Converter supports automated repackaging on virtual machines from the following platforms:

- VMware ESX/ESXi Server, Version 3.5 Update 3 or later
- VMware Workstation 6.5 or later
- VMware vSphere 5.5
- Microsoft Hyper-V Server 2008 R2 or later

VMware Requirements

As described above, Automated Application Converter supports automated repackaging on VMware ESX/ESXi Server and VMware Workstation.

- VMware VIX API Requirement
- VMware ESX/ESXi Server Permission Requirements
- vSphere 5.5 Account Requirements

VMware VIX API Requirement

In order for Automated Application Converter to perform automated repackaging, it needs to communicate with the virtualization technology that you are using. If you are using VMware virtualization technology (VMware ESX or ESXi Server or a local VMware Workstation), the VMware VIX API needs to be installed on the same machine as the Automated Application Converter. You can do this by either installing VMware Workstation on that machine or by downloading and installing the VMware VIX API from the following location:

http://www.vmware.com/support/developer/vix-api
Note • When using VMware Workstation, it is recommended that you install VMware Workstation on the same machine as Automated Application Converter so that Automated Application Converter will use the version of the VIX API that was designed for that specific version of VMware Workstation. Although it is likely that newer versions of the VIX API will also work, it seems that the best approach is for Automated Application Converter to use the version of the VIX API that was bundled with your version of VMware Workstation.

**VMware ESX/ESXi Server Permission Requirements**

If you plan to use a VMware ESX/ESXi Server in conjunction with Automated Application Converter, make sure that the account that you use to log in to this server has the permissions/roles needed to automatically open a VM using VMware VIX API. The account needs to either have an administrator role assigned or, at least, have the following three roles assigned:

- All Privileges/Virtual Machine/State/Create Snapshot
- All Privileges/Virtual Machine/State/Delete Snapshot
- All Privileges/Virtual Machine/Interaction/Console Interaction

If the login account does not have these permissions/roles, Automated Application Converter will be unable to automatically boot up a virtual machine on that server.

**vSphere 5.5 Account Requirements**

In order to make Automated Application Converter (AAC) work with VMware virtual machines residing under vSphere 5.5, there are certain minimum permissions required for the vSphere user account. To assign these permissions to a vSphere user account, perform the following steps:
Chapter 2  System Requirements
Hardware and Software Requirements

Task  To configure a vSphere 5.5 account to be used with Automated Application Converter:

1. In vSphere 5.5, open the **Assign Permissions** dialog box and assign a user the **Virtual machine power user (sample)** role, which consists of the following permissions:

<table>
<thead>
<tr>
<th>Category</th>
<th>Permission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Datastore</td>
<td>• Browse datastore</td>
</tr>
<tr>
<td>Global</td>
<td>• Cancel task</td>
</tr>
<tr>
<td>Scheduled task</td>
<td>• Create task</td>
</tr>
<tr>
<td></td>
<td>• Modify task</td>
</tr>
<tr>
<td></td>
<td>• Remove task</td>
</tr>
<tr>
<td></td>
<td>• Run task</td>
</tr>
<tr>
<td><strong>Virtual machine &gt; Configuration</strong></td>
<td>• Add existing disk</td>
</tr>
<tr>
<td></td>
<td>• Add new disk</td>
</tr>
<tr>
<td></td>
<td>• Add or remove device</td>
</tr>
<tr>
<td></td>
<td>• Advanced</td>
</tr>
<tr>
<td></td>
<td>• Change CPU count</td>
</tr>
<tr>
<td></td>
<td>• Change resource</td>
</tr>
<tr>
<td></td>
<td>• Disk lease</td>
</tr>
<tr>
<td></td>
<td>• Memory</td>
</tr>
<tr>
<td></td>
<td>• Modify device settings</td>
</tr>
<tr>
<td></td>
<td>• Remove disk</td>
</tr>
<tr>
<td></td>
<td>• Rename</td>
</tr>
<tr>
<td></td>
<td>• Reset guest information</td>
</tr>
<tr>
<td></td>
<td>• Settings</td>
</tr>
<tr>
<td></td>
<td>• Upgrade virtual machine compatibility</td>
</tr>
<tr>
<td><strong>Virtual machine &gt; Interaction</strong></td>
<td>• Answer question</td>
</tr>
<tr>
<td></td>
<td>• Configure CD media</td>
</tr>
<tr>
<td></td>
<td>• Configure floppy media</td>
</tr>
<tr>
<td></td>
<td>• Console interaction</td>
</tr>
<tr>
<td></td>
<td>• Device connection</td>
</tr>
<tr>
<td></td>
<td>• Guest operating system management by VIX API</td>
</tr>
<tr>
<td></td>
<td>• Power off</td>
</tr>
<tr>
<td></td>
<td>• Power on</td>
</tr>
<tr>
<td></td>
<td>• Reset</td>
</tr>
<tr>
<td></td>
<td>• Suspend</td>
</tr>
<tr>
<td></td>
<td>• VMware Tools install</td>
</tr>
<tr>
<td><strong>Virtual machine &gt; Snapshot management</strong></td>
<td>• Create snapshot</td>
</tr>
<tr>
<td></td>
<td>• Rename snapshot</td>
</tr>
<tr>
<td></td>
<td>• Revert to snapshot</td>
</tr>
</tbody>
</table>

2. Also give the user account read-only access to the rest of the server.
Microsoft Hyper-V Server Requirements

As described above, Automated Application Converter supports automated repackaging on Microsoft Hyper-V Server. When preparing a Hyper-V Server for use with Automated Application Converter, make sure that the following conditions are met:

- **Configuration tools**—Verify that the Hyper-V configuration tools are installed on the Hyper-V server machine. These tools can be installed using the Microsoft Hyper-V Management Console.
- **Connection**—Verify that you can successfully connect to the Hyper-V Server from the machine where AdminStudio Automated Application Converter is installed.
- **Permissions**—Make sure that the Hyper-V Server user has the following permissions to perform operations on the Hyper-V machines:
  - Permission to create/restore/delete VM snapshots
  - Permission to start and stop virtual machines
  - Permission to access console sessions
- **Configuration settings**—Connecting to a WMI namespace on a remote computer running Windows Vista or Windows Server 2008 may require changes to configuration settings. Check the following configuration settings on the AdminStudio machine as well as on the Hyper-V Server machine:
  - Windows Firewall Settings
  - User Account Control (UAC) Settings
  - DCOM Settings
  - Common Information Model Object Manager (CIMOM) Settings

For detailed information, see [Connecting to WMI Remotely](http://msdn.microsoft.com/en-us/library/aa822854(VS.85).aspx)

Virtual Machine Image Requirements

Automated Application Converter uses virtual machines to perform automated repackaging. These virtual machines have the following requirements:

Virtual Machine System Requirements

When creating a virtual machine image that will be hosted on one of the virtual machine platforms listed above, the recommended minimum requirements should meet those required by the applications you are trying to repackage. Since you repackage on the target deployment platform, the virtual machine image should closely resemble the target deployment environment.

Preparing Your Virtual Machines for Use With the Automated Application Converter

You need to prepare each virtual machine that you are going to use with the Automated Application Converter to perform automated repackaging by running the Virtual Machine Preparation setup and by creating a snapshot. For instructions, see [Preparing Your Virtual Machines for Use With the Automated Application Converter](#).
Virtual Technology Requirements

In order to convert to some virtual formats, there are some software requirements:

<table>
<thead>
<tr>
<th>Virtual Format</th>
<th>Requirement</th>
</tr>
</thead>
</table>
| App-V 5.1      | **Conversion**—To convert a package to App-V 5.1 format using Automated Application Converter’s **App-V 5.x with Sequencer** method, the Microsoft Application Virtualization 5.1 Sequencer must be installed on the virtual machine where the conversion will take place.  
**Upgrade**—To upgrade an imported App-V 4.x package to App-V 5.1 format directly from Application Manager using the **App-V Upgrade Wizard**, the Microsoft Application Virtualization 5.1 Sequencer must be installed on the same machine as AdminStudio.  
**Testing**—To test an App-V package using Automated Application Converter, the Microsoft Application Virtualization 5.1 Client must be installed on the same machine as AdminStudio. |
| VMware ThinApp | To convert a package to VMware ThinApp format, VMware ThinApp must be installed on the same machine as AdminStudio, and all license agreements must have been accepted. |

Limited Edition Requirements

The AdminStudio Limited Editions have the following additional requirements:

- **ZENworks Edition Requirement: Connection to a ZENworks Server**
- **Limited Edition for LANDesk Management Suite Requirement: Connection to a LANDesk Server**

**ZENworks Edition Requirement: Connection to a ZENworks Server**

To use AdminStudio ZENworks Edition, you must be able to connect to a ZENworks server. The first time you launch one of the AdminStudio tools, you will be prompted to enter the login credentials to a ZENworks server. After you successfully connect to that server, you will not be required to enter this information again.

*Note* • For more information, see Activating AdminStudio ZENworks Edition.

**Limited Edition for LANDesk Management Suite Requirement: Connection to a LANDesk Server**

The AdminStudio Limited Edition for LANDesk Management Suite can only be used when the LANDesk Management Suite is already installed. The first time you launch an AdminStudio LANDesk Edition tool, you will be prompted to log in to a LANDesk Management Suite Server. After a successful login, you will not be prompted to login again.
Database Server Permissions

In order to operate some AdminStudio tools, AdminStudio users require specific database permissions. Depending upon the type of user, you may wish to be more selective in the permissions you assign to these users.

If you have AdminStudio Enterprise Edition, you can assign permissions to individual users using the Role functionality in AdminStudio Enterprise Server, as described in AdminStudio and Workflow Manager Roles and Permissions in the AdminStudio Help Library. Otherwise, you can provide more selective restrictions at the database server level using the information in the following table, AdminStudio Database Server Permissions.

Every AdminStudio user will need at a minimum read privilege to every table in the Application Catalog. The minimum permissions are described below, based upon the type of operation you want the user to perform.

Table 2-4 • AdminStudio Database Server Permissions

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>General User Administrative Process</td>
<td>General administrative processes cover a range of activities such as adding groups, moving packages around, adding comments, updating extending attributes, etc. For example, these tables include cstblPackage, cstblGroups, and cstblGroupPackages. Any Application Catalog table which is not referenced explicitly in the discussion for the other AdminStudio processes should be considered a general user administrative table. Most AdminStudio users should have write access to these tables.</td>
</tr>
</tbody>
</table>

| Import Process | The user importing MSI packages, merge modules, or just about anything will require write access to a significant set of Application Catalog tables depending on the type of import. For example:  
  - **MSI package file**—For MSI package file import operations, those Application Catalog tables with a csmsi prefix are populated.  
  - **Merge modules**—For merge module import operations, the csmsm prefixed tables are used.  
  - **Patches**—For patch import operations, the cspch prefix tables are used.  
  - **OS snapshots**—For OS snapshot import operations, the osc prefix tables are used.  
  Occasionally, the Import process will need to create new tables in the Application Catalog to support the import of custom table data. Either the necessary server privileges need to be given for these users, or the import of custom table data needs to be disabled within the Application Manager Options dialog box. |

<table>
<thead>
<tr>
<th>Validation Process</th>
<th>For this process, the user will need to be able to write entries into the cstblValidationResults and cstblValidationConfiguration tables.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dependency Scanning Process</td>
<td>For this process, the user will need to be able to write entries into the cstblPackageExeDependencies table.</td>
</tr>
<tr>
<td>Conflict Detection and Resolution Process</td>
<td>For this process, the user will need to be able to write entries into the cstblConflict prefixed table names.</td>
</tr>
</tbody>
</table>
Chapter 2  System Requirements
Installing Internet Information Services (IIS)

Note ♦ A number of processes within AdminStudio generate data which can subsequently be deleted by the AdminStudio user. Any discussion of the minimum privileges required for a specific AdminStudio process will also imply the privileges to delete this same data.

Table 2-4 ♦ AdminStudio Database Server Permissions (cont.)

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patch Impact Analysis Process</td>
<td>For this process, the user will need to be able to write entries into the cstblPatchConflict prefixed table names. This process will create and delete some temporary tables and, as such, the user performing this process should have the necessary server privileges to perform these operations.</td>
</tr>
</tbody>
</table>
| Package Auto Import Process  | The Package Auto Import process will ultimately generate a series of Import operations, and so the user performing these operations should have the Import process rights described above.  
If the user wants to edit these operations in the Wizard, then they will need write accession to the cstblSubscribed prefixed table names. |
| Workflow Operations Process  | For this process, the user will need to be able to write entries into the wftbl prefixed table names.  |
| Tools Properties Operations  | For this process, the user will need to be able to write entries into the wftblTools table name.  |
| Pre-Deployment Testing       | For this process, the user will need to be able to write entries into the pdt prefixed table names.  |

Installing Internet Information Services (IIS)

Internet Information Services (IIS) is required to be installed on the machine on which you are installing AdminStudio Enterprise Server / Workflow Manager.

To install IIS on a Windows Server 2008 R2 machine, perform the following steps.

Task To install IIS, perform the following steps:

1. Open Server Manager.
2. In the tree, select Roles.
3. Click Add Roles. The Before You Begin panel of the Add Roles Wizard opens.
4. Click Next. The Select Server Roles panel opens.
5. Select Application Server. You will be prompted to Add features required for Application Server?
6. Click Add Required Features.
8. Click Next. The Application Server panel opens.
9. Click Next. The Select Role Services panel opens.
10. Select Web Server (IIS) Support. You will be prompted to Add role serves and features required for Web Server (IIS) Support?
11. Click Add Required Role Services.
13. Click Next. The Select Role Services panel opens.
14. Select IIS 6 Management Compatibility (and all of its subentries).
15. Click Next. The Confirm Installation Selections panel opens.
16. Click Install. The Installation Progress panel opens. When installation is complete, the Installation Results panel opens.
17. Click Close. You are now ready to run the Workflow Manager / AdminStudio Enterprise Server installer.

Port Requirements for Integration

If you are configuring an integrated solution between AdminStudio, FlexNet Manager Platform, App Portal, and Workflow Manager, you need to open certain ports on firewalls between the products to enable them to communicate with each other. This section serves as a reference for the ports that the products use, and it can be used as a basis for configuring firewall rules.

Table 2-5 • Port Requirements for Integration

<table>
<thead>
<tr>
<th>Target Program</th>
<th>Originating Program(s)</th>
<th>Target Program Uses These Ports</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>App Portal</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Workflow Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Flexera Service Gateway</td>
<td></td>
</tr>
<tr>
<td></td>
<td>FlexNet Manager Platform</td>
<td></td>
</tr>
<tr>
<td>App Portal</td>
<td>AdminStudio</td>
<td>80</td>
</tr>
<tr>
<td>Flexera Service Gateway</td>
<td>AdminStudio</td>
<td>9443</td>
</tr>
<tr>
<td></td>
<td>App Portal</td>
<td>8280</td>
</tr>
<tr>
<td></td>
<td>Workflow Manager</td>
<td></td>
</tr>
<tr>
<td></td>
<td>FlexNet Manager Platform</td>
<td></td>
</tr>
</tbody>
</table>
### Table 2-5 • Port Requirements for Integration (cont.)

<table>
<thead>
<tr>
<th>Target Program</th>
<th>Originating Program(s)</th>
<th>Target Program Uses These Ports</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FlexNet Manager Platform</strong></td>
<td>AdminStudio</td>
<td>80</td>
</tr>
<tr>
<td></td>
<td>App Portal</td>
<td>443</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8889</td>
</tr>
<tr>
<td><strong>System Center Configuration Manager</strong></td>
<td>AdminStudio</td>
<td>9 (Wake on LAN)</td>
</tr>
<tr>
<td></td>
<td>App Portal</td>
<td>67, 68 (DHCP)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>69 (TFTP)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>80 (HTTP)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>135 (RPC)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>389 (LDAP)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>443 (HTTPS)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>445 (Server Message Block, SMB)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>636 (LDAP SSL)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2701 (Remote Control)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3268 (LDAP Global Catalog)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3269 (LDAP Global Catalog SSL)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3389 (Remote Assistance)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4011 (BINL)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5985 (Windows Remote Management HTTP)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5986 (Windows Remote Management HTTPS)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8530, 8531 (HTTP and HTTPS)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>10123 (Client Notification)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>16993 (Power control, provisioning, and discovery)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>16995 (Serial over LAN and IDE redirection)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>25536 (Wake-up proxy)</td>
</tr>
<tr>
<td><strong>SCCM File Share Server</strong></td>
<td>AdminStudio</td>
<td>445 (Server Message Block, SMB)</td>
</tr>
</tbody>
</table>
### Table 2-5 • Port Requirements for Integration (cont.)

<table>
<thead>
<tr>
<th>Target Program</th>
<th>Originating Program(s)</th>
<th>Target Program Uses These Ports</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SMTP Server</strong></td>
<td>AdminStudio, Workflow Manager, Flexera Service Gateway, FlexNet Manager Platform</td>
<td>25</td>
</tr>
<tr>
<td><strong>SQL Server</strong></td>
<td>AdminStudio, App Portal, Workflow Manager, FlexNet Manager Platform</td>
<td>1433 (SQL Server Service) 1434 (SQL Server Browser) 4022 (SQL Server Service Broker)</td>
</tr>
</tbody>
</table>

*Note • If SQL Server is configured to listen on an alternate port, make sure the firewall allows communication on that port.*

| Workflow Manager | AdminStudio | 80 |
Instructions for installing AdminStudio is presented in the following sections:

Table 3-1 • Installing AdminStudio

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installing AdminStudio</td>
<td>Explains how to install AdminStudio using the installation wizard and also how to install it via command line.</td>
</tr>
<tr>
<td>Upgrading an Existing Application Catalog to AdminStudio 2020 R2</td>
<td>Explains how to upgrade an existing Application Catalog to AdminStudio 2020 R2 using either the AdminStudio user interface or by using scripts.</td>
</tr>
</tbody>
</table>

### Installing AdminStudio

You can install AdminStudio 2020 R2 either by using the installation wizard or silently via command line.

- Installing AdminStudio Using the Installation Wizard
- Installing AdminStudio Silently Via Command Line

### Installing AdminStudio Using the Installation Wizard

To install AdminStudio using the installation wizard, perform the following steps.

<table>
<thead>
<tr>
<th>Task</th>
<th>To install AdminStudio:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Launch the AdminStudio installation program. The Welcome panel opens.</td>
</tr>
<tr>
<td>2.</td>
<td>Click Next. The License Agreement panel opens.</td>
</tr>
</tbody>
</table>
3. Select the I accept the terms in the license agreement option and click Next. The Destination Folder panel opens.

4. If you want to install AdminStudio in the specified directory, click Next. If you want to select a different directory, click Change, select a new directory, and then click Next. The AdminStudio Shared Location panel opens.

   The AdminStudio Shared directory contains shared information for repackaging, best practices testing, conflict identification, and other AdminStudio functions, including the following:
   - The Shared AdminStudio.ini file, which specifies default Application Catalog database settings
   - Application Manager duplicate package identifier options
   - Repackager isrepackager.ini exclusion list
   - OS Snapshot issnapshot.ini file
   - User-defined ACE rules
   - Distribution Wizard Distribution Type templates and .ini files

   If you are working in a team environment, the AdminStudio Shared directory should be set to a centralized network location, accessible by all AdminStudio users at your organization, rather than on your local machine.

5. Specify the location of your organization’s AdminStudio Shared directory, and click Next. The Setup Type panel opens.

6. Select one of the following options to specify which components you want to install on this machine:
   - Typical—Select this option to install all client tool program features of AdminStudio including InstallShield Editor.
   - Custom—Select this option if you want to open an additional panel where you can select whether you want to install just the AdminStudio tools or just InstallShield Editor.

7. Do one of the following:
   - If you clicked Typical in the previous step, the Installing AdminStudio 2020 R2 panel opens and installation begins. Skip to Step 9.
   - If you selected Custom, click Next and continue with Step 8. The Custom Setup panel opens.

     The Custom Setup panel lists the available program features of AdminStudio.

8. Select the AdminStudio features that you want to install and then click Install. The Installing AdminStudio 2020 R2 panel opens and the installation process begins.

9. When installation is complete, the Completed panel opens. Click Finish to exit the wizard.

10. Proceed with one of the following:
    - Activating AdminStudio (Full Edition) Upon Initial Startup
    - Evaluating AdminStudio Enterprise Edition Client Tools

    Note • When you launch AdminStudio for the first time, you may be prompted to install the AdminStudio Service Packs. Follow the prompts to install all recommended Service Packs.
Installing AdminStudio Silently Via Command Line

The AdminStudio installer was created using an InstallShield “Suite” project type, which means that the procedure for installing AdminStudio silently is different from previous releases, which were created using a “Basic MSI” project type.

To install AdminStudio 2020 R2 silently, you need to use the ASCommandLine property to pass standard MSI parameters to the AdminStudio installer (AdminStudio2018.exe), along with the /silent switch:

```
AdminStudio2018.exe /silent ASCommandLine="[Parameters]"
```

For example:

```
AdminStudio2018.exe /silent ASCommandLine="TRANSFORMS=MyTransform.mst"
```

The AdminStudio installer uses the following command line parameters:

### Table 3-2 • AdminStudio Installer Command Line Parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASCommandLine</td>
<td>Use to pass any MSI property (except for ISInstallDir, SharedInstallDir, or PRODUCTID) to the AdminStudio installer. Below are examples:</td>
</tr>
<tr>
<td></td>
<td>AdminStudio2018.exe /silent ASCommandLine=&quot;TRANSFORMS=MyTransform.mst&quot;</td>
</tr>
<tr>
<td>ISCommandLine</td>
<td>Use to pass any MSI property to the InstallShield Editor installer (which is automatically launched during AdminStudio installation). Using this parameter enables you to install InstallShield Editor in a different directory than AdminStudio. For example:</td>
</tr>
<tr>
<td></td>
<td>AdminStudio2018.exe /silent ISCommandLine=&quot;INSTALLDIR=D:\MyISDirectory&quot;</td>
</tr>
<tr>
<td>ISInstallDir</td>
<td>Use to specify the AdminStudio installation directory:</td>
</tr>
<tr>
<td></td>
<td>AdminStudio2018.exe /silent ISInstallDir=&quot;C:\Program Files\MyInstallLocation&quot;</td>
</tr>
<tr>
<td>SharedInstallDir</td>
<td>Use to specify the AdminStudio Shared directory:</td>
</tr>
<tr>
<td></td>
<td>AdminStudio2018.exe /silent SharedInstallDir=&quot;\netshare18\MySharedLocation&quot;</td>
</tr>
<tr>
<td>PRODUCTID</td>
<td>Use to specify the AdminStudio activation code:</td>
</tr>
<tr>
<td></td>
<td>AdminStudio2018exe /silent PRODUCTID=&quot;xxxx-xxxx-xxxx-xxxx&quot;</td>
</tr>
<tr>
<td>/silent</td>
<td>In order to install AdminStudio silently, you must use /silent switch:</td>
</tr>
<tr>
<td></td>
<td>AdminStudio2018.exe /silent</td>
</tr>
</tbody>
</table>

**Important** • When installing AdminStudio silently on a Windows 7 or Windows 2008 R2 machine, the machine is automatically rebooted after successful installation.
Upgrading an Existing Application Catalog to AdminStudio 2020 R2

Upgrading an existing Application Catalog to AdminStudio 2020 R2 is a two step process. You first need to use the user interface or run scripts to upgrade the database. Then you need to change the Application Catalog database’s collation setting to SQL_Latin1_General_CP1_CI_AS.

- Upgrading an Application Catalog
- Changing the Database Collation of the Upgraded Application Catalog

Upgrading an Application Catalog

You can upgrade an existing Application Catalog to AdminStudio 2020 R2 either by opening it in the AdminStudio user interface or by running scripts.

- Upgrading an Application Catalog Using the User Interface
- Upgrading an Application Catalog Manually Using Scripts

Upgrading an Application Catalog Using the User Interface

When you attempt to open an AdminStudio 5.x or later SQL Server Application Catalog in the AdminStudio 2020 R2 interface, you are prompted to upgrade the Application Catalog to the latest AdminStudio schema. This section explains this procedure.

Important • Before you upgrade the Application Catalog database from a previous AdminStudio version, it is strongly recommended that you create a backup of the original database. This is a standard precaution that is recommended to prevent possible data loss. If you are using the Application Catalog Software Repository feature, you may also want to make a backup copy of your Software Repository directories before upgrading.

Task

To upgrade an existing Application Catalog:

1. Install AdminStudio, as described in Installing AdminStudio.
2. Launch Application Manager.
3. On the Application Manager tab menu, select Connect. The Connect Application Catalog dialog box opens.
4. Open the Standalone tab. The Standalone tab opens, prompting you to enter database connection information.
5. If you want this Application Catalog to be the default shared Application Catalog used in your organization, select the corresponding option at the bottom of the dialog box.
6. Select the Server where the Application Catalog is stored.
7. Specify how the database server should verify the authenticity of the login—either using Windows Authentication or Server Authentication. If you selected Server Authentication, enter the appropriate Login ID and Password.
8. In the Catalog box, enter the name of the Application Catalog you want to open.
9. Click **Test** to test the connection to the database.

10. Click **OK**. A message opens stating that the Application Catalog needs to be upgraded, and asking **Do you want to upgrade now?**.

11. Click **Yes**. The **Welcome** panel of the Upgrade Wizard opens.

12. Click **Next**. The **Upgrade Progress** panel opens and the upgrade begins.

![Upgrade Wizard Progress](image)

When the upgrade is complete, the message **Upgrade Completed** is listed, and the **Finish** button is enabled.

![Upgrade Wizard Finish](image)

13. Click **Finish**. The upgrade is now complete and all of your Application Catalog data has been preserved.

---

**Note** • When an SQL Server Application Catalog database is upgraded, the old tables are not dropped from the Application Catalog.
Upgrading an Application Catalog Manually Using Scripts

Rather than opening an Application Catalog in the AdminStudio user interface, you can use scripts to upgrade an existing database.

*Important* • This is an advanced method of upgrading a database which requires running scripts manually on a database server.

**Task** To upgrade an existing Application Catalog database:

1. Open the CSSYSCHMAINFO table of your existing Application Catalog database, and locate the record with the highest SchemaVersion value. This is the SchemaVersion that you are upgrading from.

2. Locate the same SchemaVersion number in the table below, and note the corresponding Product Version number.

3. Run all of the scripts listed in the Scripts to Run column for that Product Version, in order.

4. Next, run all of the scripts listed in the Scripts to Run column for subsequent product versions. If a script listed in a subsequent product version has already been run, it does not need to be run again.

For example, if you are upgrading from SchemaVersion 13286609, first run all of the scripts in the 14.0 row of the table, and then run all of the scripts in the 14.01 row of the table that have not already been run.

<table>
<thead>
<tr>
<th>Product Version (SchemaVersion) Upgrading From</th>
<th>Product Version Upgrading To</th>
<th>Scripts to Run</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.00 (13286602)</td>
<td>12.01</td>
<td>1201Upgrade.sql</td>
</tr>
<tr>
<td>12.01 (13286603)</td>
<td>12.02</td>
<td>DarwinFixes.sql, 1202Upgrade.sql, 1202UpgradeWFM.sql, 1202UpgradeWFMEmailTemplate1.sql, 1202UpgradeWFMEmailTemplate2.sql</td>
</tr>
</tbody>
</table>
### Scripts to Run

<table>
<thead>
<tr>
<th>Product Version (SchemaVersion) Upgrading From</th>
<th>Product Version Upgrading To</th>
<th>Scripts to Run</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.02 (13286605)</td>
<td>13.00</td>
<td>AS_System_Schema.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AS_ApplicationModel.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>OsSecurityPatch.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MergeModule.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PredeploymentTest.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SystemManagementServer.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>WFM_JobManager.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AS_TestCenter_Schema.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>CustomReportWizard.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AS_StoredProcedures.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>VirtualizationReadiness.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>GroupPackageTree.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>AS_TestCenter_StoredProcedures.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Reporting.StoredProcedures.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ApplicationExtendedAttributes.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MobileTables.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MobileProgrammability.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1300Upgrade.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MobileSeedDataEUCLID.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1301UpgradeWFM.sql</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1302UpgradeWFM.SQL</td>
</tr>
</tbody>
</table>

You also need to run any SQL scripts that are found in the Common\Plugins directory. The following plug-in scripts are shipped with the product:

- AirWatch.sql
- Altiris.sql
- AppV.sql
- AppvServer.sql
- Msi.sql
- XenApp.sql
- Xpf.sql
You also need to run any SQL scripts that are found in the Common\Plugins directory. The following plug-in scripts are shipped with the product:

- AirWatch.sql
- Altiris.sql
- AppV.sql
- AppvServer.sql
- Msi.sql
- XenApp.sql
- Xpf.sql
### Product Version (SchemaVersion)

<table>
<thead>
<tr>
<th>Upgrading From</th>
<th>Upgrading To</th>
<th>Scripts to Run</th>
</tr>
</thead>
</table>
| 14.0 (13286609) | 14.01       | AS_System_Schema.sql  
|                |             | AS_ApplicationModel.sql |
|                |             | OsSecurityPatch.sql |
|                |             | MergeModule.sql |
|                |             | PredeploymentTest.sql |
|                |             | SystemManagementServer.sql |
|                |             | WFM_JobManager.sql |
|                |             | AS_TestCenter_Schema.sql |
|                |             | CustomReportWizard.sql |
|                |             | AS_StoredProcedures.sql |
|                |             | VirtualizationReadiness.sql |
|                |             | AS_UI_Support.sql |
|                |             | GroupPackageTree.sql |
|                |             | AS_TestCenter_StoredProcedures.sql |
|                |             | Reporting.StoredProcedures.sql |
|                |             | ApplicationExtendedAttributes.sql |
|                |             | MobileTables.sql |
|                |             | MobileProgrammability.sql |
|                |             | AS_ShimDB_Schema.sql |
|                |             | AS_ShimDB_SeedData.sql |
|                |             | 1401Upgrade.sql |
|                |             | 1401UpgradeWFM.sql |
|                |             | 1401UpgradeAIR.sql |
|                |             | 1401UpgradeAIRProjectData.sql |

You also need to run any SQL scripts that are found in the `Common\Plugins` directory. The following plug-in scripts are shipped with the product:

- AirWatch.sql
- Altiris.sql
- AppV.sql
- AppvServer.sql
- Msi.sql
- WebDeploy.sql
- XenApp.sql
- Xpf.sql
### Scripts to Run

<table>
<thead>
<tr>
<th>Product Version (SchemaVersion) Upgrading From</th>
<th>Product Version Upgrading To</th>
<th>Scripts to Run</th>
</tr>
</thead>
</table>
| 14.01 (13286611)                              | 15.00                       | AS_System_Schema.sql  
|                                               |                             | AS_ApplicationModel.sql  
|                                               |                             | OsSecurityPatch.sql  
|                                               |                             | MergeModule.sql  
|                                               |                             | PredeploymentTest.sql  
|                                               |                             | SystemManagementServer.sql  
|                                               |                             | WFM_JobManager.sql  
|                                               |                             | AS_TestCenter_Schema.sql  
|                                               |                             | CustomReportWizard.sql  
|                                               |                             | AS_StoredProcedures.sql  
|                                               |                             | VirtualizationReadiness.sql  
|                                               |                             | AS_UI_Support.sql  
|                                               |                             | GroupPackageTree.sql  
|                                               |                             | AS_TestCenter_StoredProcedures.sql  
|                                               |                             | Reporting.StoredProcedures.sql  
|                                               |                             | ApplicationExtendedAttributes.sql  
|                                               |                             | MobileTables.sql  
|                                               |                             | MobileProgrammability.sql  
|                                               |                             | 1500Upgrade.sql  
|                                               |                             | 1500UpgradeWFM.sql  
|                                               |                             | 1500UpgradeAIR.sql  

You also need to run any SQL scripts that are found in the `Common\Plugins` directory. The following plug-in scripts are shipped with the product:

- AirWatch.sql
- Altiris.sql
- ApkDeepLink.sql
- AppV.sql
- AppV5Conversion.sql
- AppvServer.sql
- AutomatedApplicationConverter.sql
- Casper.sql
- IpaDeepLink.sql
- Msi.sql
- WebDeploy.sql
- XenApp.sql
- Xpf.sql
Upgrading an Existing Application Catalog to AdminStudio 2020 R2

### Scripts to Run

<table>
<thead>
<tr>
<th>Product Version (SchemaVersion) Upgrading From</th>
<th>Product Version Upgrading To</th>
<th>Scripts to Run</th>
</tr>
</thead>
</table>
| 15.0 (13286613)                               | 15.01                       | AS_System_Schema.sql  
|                                               |                             | AS_ApplicationModel.sql  
|                                               |                             | OsSecurityPatch.sql  
|                                               |                             | MergeModule.sql  
|                                               |                             | PredeploymentTest.sql  
|                                               |                             | SystemManagementServer.sql  
|                                               |                             | WFM_JobManager.sql  
|                                               |                             | AS_TestCenter_Schema.sql  
|                                               |                             | CustomReportWizard.sql  
|                                               |                             | AS_StoredProcedures.sql  
|                                               |                             | VirtualizationReadiness.sql  
|                                               |                             | AS_UI_Support.sql  
|                                               |                             | GroupPackageTree.sql  
|                                               |                             | AS_TestCenter_StoredProcedures.sql  
|                                               |                             | Reporting_StoredProcedures.sql  
|                                               |                             | ApplicationExtendedAttributes.sql  
|                                               |                             | MobileTables.sql  
|                                               |                             | MobileProgrammability.sql  
|                                               |                             | AS_ShimDB_Schema.sql  
|                                               |                             | AS_ShimDB_SeedData.sql  
|                                               |                             | 1500UpgradeGalileoFix.sql  
|                                               |                             | 1501Upgrade.sql  
|                                               |                             | 1501UpgradeWFM.sql  
|                                               |                             | 1500UpgradeGalileoAIRFix.sql  
|                                               |                             | 1501UpgradeAIR.sql  

You also need to run any SQL scripts that are found in the Common\Plugins directory. The following plug-in scripts are shipped with the product:

- AirWatch.sql
- Altiris.sql
- ApkDeepLink.sql
- AppV.sql
- AppV5Conversion.sql
- AppvServer.sql
- AutomatedApplicationConverter.sql
- Casper.sql
- IpaDeepLink.sql
- Msi.sql
- WebDeploy.sql
- XenApp.sql
- Xpf.sql
### Note

All of the information in this table can be found in the `Upgrade.xml` file, which is installed in the Support subdirectory of the AdminStudio installation directory. This file also includes information on upgrading from versions prior to version 12.0 (AdminStudio 2013).
Changing the Database Collation of the Upgraded Application Catalog

Generally, an Application Catalog database obtains its collation setting from the SQL Server collation setting, unless one specifies a different collation setting. Therefore, if an SQL Server is running with the collation setting of Latin1_General_CI_AS, then any database created on this SQL Server will have the collation setting of Latin1_General_CI_AS by default.

However, AdminStudio 2020 R2 requires the database collation to be SQL_Latin1_General_CP1_CI_AS. If a new Application Catalog is created using AdminStudio 2020 R2, that Application Catalog database is created with the correct collation setting, irrespective of the SQL Server collation setting. However, if you upgrade an Application Catalog database from a previous version to the AdminStudio 2020 R2 schema using the Upgrade Wizard or using scripts, the collation setting is not changed, so you must perform the steps below to change it.

Note • In the United States, the default collation for any SQL Server is SQL_Latin1_General_CP1_CI_AS. However, in other geographies such as the United Kingdom and Europe, the default collation is set to something else. Therefore, this topic is more relevant to users located in geographies outside of the United States.

Important • If the collation setting of an AdminStudio 2020 R2 Application Catalog is not set to the correct collation setting, you will be able to connect to it, but it will cause Application Manager to periodically crash. An error message such as the following will appear in the log file (ISCMIDE.log):

'Exception 'System.Data.SqlClient.SqlException (0x80131904): Cannot resolve the collation conflict between "Latin1_General_CI_AS" and "SQL_Latin1_General_CP1_CI_AS" in the equal to operation.'

To change the collation setting of an AdminStudio 2020 R2 Application Catalog database to SQL_Latin1_General_CP1_CI_AS, perform the following steps:

Task To change the collation setting of an AdminStudio 2020 R2 Application Catalog database:

1. Download the following ZIP file and extract the files to a temporary folder:
   http://helpnet.flexerasoftware.com/adminstudiocc/CollationChange.zip
2. Open SQL Management Studio and run the Pre_Collation_Change.sql file against the AdminStudio 2020 R2 Application Catalog database.
3. Open the Collation_Change.sql file in an editor and replace the AS_DATABASE_NAME string with the name of the Application Catalog database that you are upgrading.
4. Run the Collation_Change.sql file against the AdminStudio 2020 R2 Application Catalog database.
5. Run the Post_Collation_Change.sql file against the AdminStudio 2020 R2 Application Catalog database.

The collation setting of the AdminStudio 2020 R2 Application Catalog database will now have been changed to SQL_Latin1_General_CP1_CI_AS.
Installing AdminStudio 2020 R2 Limited Editions

This chapter explains how to install the AdminStudio Limited Editions:

- Installing AdminStudio 2020 R2 ZENworks Edition
- Installing AdminStudio 2020 R2 Limited Edition for LANDesk Management Suite

Installing AdminStudio 2020 R2 ZENworks Edition

To install AdminStudio 2020 R2 ZENworks Edition, perform the following steps.

<table>
<thead>
<tr>
<th>Task</th>
<th>To install AdminStudio ZENworks Edition:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Launch the AdminStudio ZENworks Edition installation program. After the installation files are extracted, the Welcome panel for the InstallShield Wizard for AdminStudio ZENworks Edition opens.</td>
</tr>
<tr>
<td>2.</td>
<td>Click Next. The License Agreement panel opens.</td>
</tr>
<tr>
<td>3.</td>
<td>Select the I accept the terms in the license agreement option and click Next. The Destination Folder panel opens.</td>
</tr>
<tr>
<td>4.</td>
<td>If you want to install AdminStudio in the specified directory, click Next. If you want to select a different directory, click Change, select a new directory, and then click Next. The AdminStudio Shared Location panel opens. The AdminStudio Shared directory contains shared information for repackaging and conflict identification, and other AdminStudio functions. If you are working in a team environment, the AdminStudio Shared directory should be set to a centralized network location, accessible by all AdminStudio users at your organization, rather than on your local machine.</td>
</tr>
<tr>
<td>5.</td>
<td>Specify the location of your organization’s AdminStudio Shared directory, and click Next. The Setup Type panel opens.</td>
</tr>
</tbody>
</table>
Chapter 4  Installing AdminStudio 2020 R2 Limited Editions
Installing AdminStudio 2020 R2 ZENworks Edition

6. Select one of the following options to specify which components you want to install on this machine:
   - **Typical**—Select this option to install all client tool program features of AdminStudio including InstallShield Editor.
   - **Custom**—Select this option if you want to open an additional panel where you can select whether you want to install just the AdminStudio tools or just InstallShield Editor.

7. Do one of the following:
   - **If you clicked Typical in the previous step**, the Installing AdminStudio ZENworks Edition panel opens and installation begins. Skip to Step 9.
   - **If you selected Custom**, click Next and continue with Step 8. The Custom Setup panel opens, listing two options:
     - **AdminStudio Client and Tools**—Installs the AdminStudio user interface and tools, such as Repackager, Application Manager, and Distribution Wizard.
     - **InstallShield Editor**—Installs InstallShield Editor.

8. Click one of the two options. The Installing AdminStudio ZENworks Edition panel opens and the installation process begins.

9. When installation is complete, the Completed panel opens. Click Finish to exit the wizard.

10. Proceed with one of the following:
    - Activating AdminStudio ZENworks Edition
    - Evaluating AdminStudio Enterprise Edition Client Tools

---

*Note* • When you launch AdminStudio for the first time, you may be prompted to install the AdminStudio Service Packs. Follow the prompts to install all recommended Service Packs.
Installing AdminStudio 2020 R2 Limited Edition for LANDesk Management Suite

To install AdminStudio 2020 R2 Limited Edition for LANDesk Management Suite, perform the following steps.

**Task**

**To install AdminStudio 2020 R2 Limited Edition for LANDesk Management Suite:**

1. Launch the AdminStudio 2020 R2 Limited Edition for LANDesk Management Suite installation program. After the installation files are extracted, the Welcome panel of the InstallShield Wizard opens.

   *Note* • Before the installer opens, you may be prompted to install Microsoft ReportViewer 2010.

2. Click **Next**. The License Agreement panel opens.

3. Select the **I accept the terms in the license agreement** option and click **Next**. The Destination Folder panel opens.

4. If you want to install AdminStudio in the specified directory, click **Next**. If you want to select a different directory, click **Change**, select a new directory, and then click **Next**. The AdminStudio Shared Location panel opens.

   The AdminStudio Shared directory contains shared information for repackaging and conflict identification, and other AdminStudio functions. If you are working in a team environment, the AdminStudio Shared directory should be set to a centralized network location, accessible by all AdminStudio users at your organization, rather than on your local machine.

5. Specify the location of your organization’s AdminStudio Shared directory, and click **Next**. The Setup Type panel opens.

6. You can choose to evaluate the AdminStudio Limited Edition for LANDesk Management Suite for 45 days. The choice that you make on the Setup Type panel affects the tools that are available to you if you choose to evaluate the product. Select one of the following options:

   • **Complete**—Choose this option to install all of the AdminStudio Enterprise Edition client tools, which enables you to evaluate these tools during your 45-day evaluation period. After the evaluation period ends and you enter your AdminStudio Limited Edition for LANDesk Management Suite activation code, only those tools included in the Limited Edition will be available to you.

   • **Typical**—Choose this option to install only the tools included in this Limited Edition.

   After you click **Complete** or **Typical**, the Installing panel opens and installation begins.

   When installation is complete, the Completed panel opens.

7. Click **Finish** to close the wizard.

8. Proceed with one of the following:

   • Registering and Activating AdminStudio Limited Edition for LANDesk Management Suite

   • Evaluating AdminStudio
Activating AdminStudio

AdminStudio product activation requires you to obtain a valid activation code for one of the Full Editions (Standard, Professional, or Enterprise) or Limited Editions (ZENworks Limited Edition, or Limited Edition for LANDesk Management Suite) of AdminStudio, and, in some cases, to register that activation code on the AdminStudio Web site. This chapter includes the following topics to assist you with activating your product:

- About Activation
- Activating AdminStudio (Full Edition) Upon Initial Startup
- Activating AdminStudio ZENworks Edition
- Registering and Activating AdminStudio Limited Edition for LANDesk Management Suite
- Activation Troubleshooting

Note • The length of the evaluation period of AdminStudio varies by Edition, as described below. See Evaluating AdminStudio for more information.

- **Limited Edition for ZENworks Management Suite**—You can choose to evaluate the AdminStudio Enterprise Edition client tools for 60 days without entering a activation code and activating the product.
- **Limited Edition for LANDesk Management Suite**—You can choose to evaluate the AdminStudio client tools for 45 days prior to activating it. The tools available to you during the evaluation mode depends upon the selection you made on the Setup Type panel of the AdminStudio Limited Edition for LANDesk Management Suite installation: **Typical** or **Complete**.
About Activation

AdminStudio product activation requires you to obtain a valid activation code for one of the Editions of AdminStudio, and, in some cases, to register that activation code on the AdminStudio Web site.

- About Activation Codes
- About Registration

When you launch AdminStudio or one of its tools for the first time, you are notified that you are using a time-limited trial version, and you are given the opportunity to evaluate the product or to activate it by entering a valid activation code for an AdminStudio Edition.

- You have purchased AdminStudio—if you have purchased AdminStudio and have received an activation code (for the Standard, Professional, or Enterprise Edition), select Activate or Purchase AdminStudio and click Next. See Activating AdminStudio (Full Edition) Upon Initial Startup.

- You want to evaluate AdminStudio—if you have not yet purchased AdminStudio, but want to evaluate it for 21 days, select Continue to Evaluate AdminStudio and click Next (or just wait ten seconds). The product will launch. See Evaluating AdminStudio for more information.

About Activation Codes

Your activation code is a 16-digit number which follows a 4-sets-of-4-characters format, including dashes:

XXX-XXXX-XXXX-XXXX

After you purchase AdminStudio, you obtain a activation code via email. If you cannot find your activation code, call your AdminStudio customer service representative.

About Registration

If you have purchased your software from a reseller (instead of directly from Flexera Software), you will be required to open the Flexera Software Registration page and enter a serial number that you received from the reseller. You will then receive an email from Flexera Software that contains the activation code/serial number that you will use to activate AdminStudio. For more information, see Activating AdminStudio Purchased from a Reseller.

Activating AdminStudio (Full Edition) Upon Initial Startup

The steps you take to activate AdminStudio the first time you open it depend upon whether you purchased AdminStudio directly from Flexera Software or from a Reseller.

- Activating AdminStudio Purchased from Flexera Software
- Activating AdminStudio Purchased from a Reseller
Activating AdminStudio Purchased from Flexera Software

If you purchased AdminStudio directly from Flexera Software and want to activate it upon initial start up, perform the following steps.

**Task**

**To register and activate AdminStudio:**

1. Locate your activation code, which you should have received via email.
2. Launch AdminStudio. A dialog box opens, stating that you are using a time-limited trial version.
3. Select **Activate or Purchase AdminStudio** and click **Next**. You are prompted to **Enter Your Activation Code**.
4. Enter the activation code of the edition you purchased and click the **Activate** button. After a few seconds, you will receive a message that activation was successful.
5. Click **Finish**. AdminStudio will launch.

Your product would then be fully activated and you would be able to use all of the tools that are included in the Edition of AdminStudio that you purchased.

**Note** • If you do not have an online connection, you can activate your product via a web page. See Activating Through a Web Page.

**Note** • For information on how to configure AdminStudio to get license information from a FLEXnet license server, see the FLEXnet License Server for AdminStudio Installation Guide.

**Note** • When you launch AdminStudio for the first time, you may be prompted to install the AdminStudio Service Packs. Follow the prompts to install all recommended Service Packs.

Activating AdminStudio Purchased from a Reseller

If you purchased AdminStudio from a reseller and want to activate it, perform the following steps.

**Task**

**To register and activate AdminStudio:**

1. Open the Flexera Software Registration Page at the following address:


   The Flexera Software Registration Page opens.
2. Select one of the following options to indicate what you are registering:
   - Product
   - Support maintenance
   - Both product and maintenance support

   When you select one of these options, the **Product Serial Number** and possibly the **Maintenance Serial Number** fields are displayed.

3. Enter the serial number(s) that were provided by the reseller and click **Add**.

4. Enter the requested information until the registration process is complete.

   When you have completed registration, you will receive an email from Flexera Software confirming your successful Flexera Software registration. This email will also include a **Product Serial Number**.

5. Launch AdminStudio. A dialog box opens, stating that you are using a time-limited trial version.

6. Select **Activate or Purchase AdminStudio** and click **Next**. You are prompted to **Enter Your Activation Code**.

7. In the **Enter Your Activation Code** field, enter the **Product Serial Number** that was listed in the email that you received from Flexera Software and click **Verify**. First, a message appears stating that the activation code is being verified, and then the message **Verification Complete** appears.

8. Click **Finish**. AdminStudio will launch.

   Your product would then be fully activated and you would be able to use all of the tools that are included in the Edition of AdminStudio that you purchased.

---

**Note** • When you launch AdminStudio for the first time, you may be prompted to install the AdminStudio Service Packs. Follow the prompts to install all recommended Service Packs.

---

**Note** • If you do not have an online connection, you can activate your product via a web page. See [Activating Through a Web Page](#).
Activating AdminStudio ZENworks Edition

If you want to activate AdminStudio ZENworks Edition, perform the following steps.

<table>
<thead>
<tr>
<th>Task</th>
<th>To activate your installation of AdminStudio ZENworks Edition:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Launch AdminStudio ZENworks Edition. The following dialog box opens, prompting you to either activate or evaluate AdminStudio.</td>
</tr>
<tr>
<td>2.</td>
<td>Select <strong>Activate or Purchase AdminStudio</strong> and click <strong>Next</strong>. The AdminStudio Product Activation dialog box opens, and you are prompted to <strong>Enter Your Activation Code</strong>.</td>
</tr>
<tr>
<td>3.</td>
<td>Enter the activation code that you received from Novell and click <strong>Activate</strong>. First, a message appears stating that the activation code is being validated, and then the message <strong>Activation Complete</strong> appears. Your product would then be fully activated and you would be able to use all of the tools that are included in the AdminStudio ZENworks Edition that you have downloaded.</td>
</tr>
</tbody>
</table>

**Note** • If you do not have an online connection, you can activate your product via a web page. See **Activating Through a Web Page**.
4. Click Finish. AdminStudio launches. You will then be prompted to log in to a ZENworks Configuration Management server on the ZENworks Server Login dialog box.

![ZENworks Server Login](image)

Note • Your organization should have previously installed the ZENworks server and provided you with the appropriate login credentials for that server.

5. Enter the following information:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server URL</td>
<td>Enter the URL of your organization’s ZENworks Configuration Management server, preceded by http://, such as: <a href="http://111.22.33.444">http://111.22.33.444</a> You can enter either the server name or the IP address. <strong>Note</strong> • Do not use the https:// prefix.</td>
</tr>
<tr>
<td>User Name</td>
<td>Enter the login credentials to login to your ZENworks Configuration Management server.</td>
</tr>
<tr>
<td>Password</td>
<td></td>
</tr>
</tbody>
</table>

Tip • After a successful login, you will not be prompted to login again.

Registering and Activating AdminStudio Limited Edition for LANDesk Management Suite

To register and activate AdminStudio Limited Edition for LANDesk Management Suite, perform the following steps.

**Important** • After you activate AdminStudio Limited Edition for LANDesk Management Suite, it can only be used when the LANDesk Management Suite is already installed. The first time you launch an AdminStudio LANDesk Edition tool, you will be prompted to log in to a LANDesk Management Suite Server. After a successful login, you will not be prompted to login again.

**Task**

To register and activate your installation of AdminStudio Limited Edition for LANDesk Management Suite:


   **Note** • To access this page, you can also go to the following location on the Flexera Software Web site:

   [http://www.flexerasoftware.com/browser/as_landesk/serial_registration.htm](http://www.flexerasoftware.com/browser/as_landesk/serial_registration.htm)

2. Follow the prompts to complete the registration. When you have completed the registration, your AdminStudio Limited Edition for LANDesk Management Suite activation code will be displayed. You will use this activation code to activate AdminStudio.

3. Copy this activation code into the clipboard. You may also want to save a copy of it in a text file.

4. Launch AdminStudio Limited Edition for LANDesk Management Suite. The following dialog box opens, prompting you to either activate or evaluate AdminStudio.
5. Select **Activate or Purchase AdminStudio** and click **Next**. The AdminStudio Product Activation dialog box opens, and you are prompted to **Enter Your Activation Code**.

![AdminStudio Product Activation dialog box]

6. Enter your activation code and click **Activate**. First, a message appears stating that the activation code is being validated, and then the message **Activation Complete** appears. Your product would then be fully activated and you would be able to use all of the tools that are included in the AdminStudio Limited Edition for LANDesk Management Suite.

*Note* • If you do not have an online connection, you can activate your product via a web page. See **Activating Through a Web Page**.

7. Click **Finish** to open the tool and begin using it. You will then be prompted to log in to a LANDesk Management Suite server.

![LANDesk Server Login]

*Note* • Your organization should have previously installed the LANDesk Management Suite server and provided you with the appropriate login credentials for that server. After a successful login, you will not be prompted to login again.

8. Enter the appropriate login credentials for your organization and click **Login**. AdminStudio Limited Edition for LANDesk Management Suite opens.
Activation Troubleshooting

AdminStudio is protected by our own licensing technology in order to ensure the acceptable use of our products on a single and unique machine.

In order to install the full version of AdminStudio, it must first be activated through communication with an activation server. While we have thoroughly tested our license protection, there are some circumstances that could prevent this activation from occurring. The troubleshooting steps in this section should resolve these circumstances.

- General Troubleshooting
- Activating Through a Web Page
- Activating Products Silently
- Reactivating AdminStudio on a Different Computer

General Troubleshooting

The following troubleshooting steps should resolve most activation issues:

- General Troubleshooting Steps
- Virtual Environments
- Authenticated Proxy Support for Activation

General Troubleshooting Steps

If you are having trouble activating your product, review the following troubleshooting steps:

- **Are you registered?** If you have purchased your software through a reseller, registration of your activation code is required before activation can take place. See About Registration

- **Disable any firewalls or proxy settings.** Certain firewall and proxy configurations can prevent the Activation Service from communicating with the Flexera Software-hosted activation servers. We recommend temporarily disabling firewalls and proxies while installing and uninstalling in order to allow full communication with our servers. If you are unable to modify these services, then web page activation may be required. See Activating Through a Web Page

- **Check the activation code.** Confirm that the activation code you are entering is correct, and that it has been entered in the format XXXX-XXXX-XXXX-XXXX (4-4-4-4).

- **Was your product previously activated on another machine?** If your product has been previously activated on another machine, you must first deactivate the license on that machine through a full uninstall before it can be activated on the new machine. Deactivation requires an internet connection to communicate with the server to properly free up a different machine for activation.

---

*Note* • For more detailed information about deactivation, please see the following knowledge base article:

*Activation and Deactivation Information for InstallShield and AdminStudio*
Virtual Environments

Some known issues with activation relate to virtual environments (VMware, VirtualPC, etc.) and running system restore utilities. It is recommend that AdminStudio be installed on stable systems that are not run in virtual environments and that are not re-imaged frequently.

Authenticated Proxy Support for Activation

AdminStudio 7.5 or later supports authenticated proxies for activation.

Activating Through a Web Page

If you do not have an Internet connection or if you are having problems completing the online activation process, the activation wizard gives you the option of performing offline activation through a self-service Web page (http://www.installshield.com/offlineactivation) on a different machine.

Task To activate AdminStudio through a web page:

1. Attempt to activate AdminStudio through the Internet. If it cannot be completed, the activation wizard displays a message explaining why it could not occur.

2. Click the Proceed with offline activation button. The Offline Activation dialog opens. The Request text box contains your request text. The request text starts with <?xml version, and it ends with </Request>.

3. To save the request text to a text file that you can upload from a machine with an Internet connection, click the Save button. The wizard lets you save the text as a .request file.

4. Visit the Offline Activation Web page (http://www.installshield.com/offlineactivation)—a part of the Flexera Software Product and License Center—and follow the instructions to browse to the .request file that you saved.

When you click the button on the Offline Activation Web page to submit the activation request and obtain the activation response file (.xml), the Web page prompts you for a place to save the .xml file. Save it and make it available on the machine on which you initiated the activation process.

5. When you have the activation response file (.xml) and you are ready to complete the activation process, launch AdminStudio to open the activation wizard.

6. Proceed to the Offline Activation dialog, which has a Response text box.

7. Click the Load button. The Open dialog opens.

8. Browse to the activation response file (.xml), and then click the Open button. The Open dialog closes, and the wizard writes the response text in the Response text box. The response text starts with <?xml version, and it ends with </Response>.

Note • As an alternative for step 8, you can copy the response text to your Clipboard and then use the Paste button to paste the Clipboard contents into the Response text box.

9. Click the Activate button. The activation wizard activates AdminStudio.
Activating Products Silently

AdminStudio supports silent activation, enabling you to use public Windows Installer properties to enter the activation code automatically during installation.

To enable silent activation, you need to set the following public Windows Installer properties.

- **PRODUCTID property**—Set the `PRODUCTID` property to a valid AdminStudio activation code. Enter this number in the following 4-4-4-4 (4 sets of 4 characters) format, including dashes: XXXX-XXXX-XXXX-XXXX.

- **ASACTSTATUS property**—Set the `ASACTSTATUS` property to 0 to allow the installer to show the status of the activation process as the product is activated, or set it to 1 to perform the activation without showing any status of the activation process.

For instructions on how to activate AdminStudio silently, see the following:

- Activating Silently in a Self-Hosted Environment with a License Server
- Activating Silently After Installation

### Activating Silently in a Self-Hosted Environment with a License Server

To activate AdminStudio silently when configuring AdminStudio to use a license server, you need to use a transform file that includes a custom action that runs a command line that specifies the license server name.

#### Task

**To activate AdminStudio silently in a self-hosted environment with a license server:**

1. Create a transform file that includes a custom action that runs the following command line:

   ```cmd
   AdminStudioInstallDir\Common\tpsconfig.exe /silent /set_license_server@LICENSE_SERVER
   ```

   For example:

   ```cmd
   tpsconfig.exe /silent /set_license_server@XYZSERVER
   ```

   **Note** • If you have configured the license server to run on a custom port, put the custom port number before the `@` character, such as:

   ```cmd
   tpsconfig.exe /silent /set_license_serverLS_PORT@LICENSE_SERVER
   tpsconfig.exe /silent /set_license_server8300@XYZSERVER
   ```

2. Use the following command line to install the transform with the AdminStudio installation:

   ```cmd
   AdminStudio2020 R2.exe /silent ASCommandLine="TRANSFORMS=MyTransform.mst"
   ```
Activating Silently After Installation

You can also activate AdminStudio using tpsconfig.exe after AdminStudio is already installed.

Task

To activate AdminStudio silently after installation:

1. To activate AdminStudio silently after installation, use the following command, assuming that your activation code is NNNN-XXXX-YYYY-ZZZZ:

   "C:\Program Files (x86)\AdminStudio\2020\Common\TPSConfig.exe" /activate /silent /serial_numberNNNN-XXXX-YYYY-ZZZZ

   Note • Note that there is no space between /serial_number and the activation code.

2. To return the activation, use the following command:

   "C:\Program Files (x86)\AdminStudio\2018\Common\TPSConfig.exe" /return /silent

 Reactivating AdminStudio on a Different Computer

AdminStudio uses a security technology known as the Activation Service. With this licensing software, the user of the installed product is required to “activate” via communication with a Flexera Software-hosted server. This process enables the product to work on a single, unique computer at a time, while disallowing simultaneous installation on other unauthorized systems.

If, after installing AdminStudio on a computer, you get a new computer or reformat the hard drive on your existing computer and then reinstall AdminStudio on that new computer or reformatted hard drive, the activation code you initially entered will no longer activate AdminStudio. Because you have already used that activation code to activate an installation of AdminStudio, it is now deactivated.

To reactivate your activation code, you need to first deactivate the license on that machine through a full uninstall before it can be activated on the new machine. Deactivation requires an Internet connection to communicate with the server to properly free up a different machine for activation.

   Note • If you are unable to perform a full uninstall of AdminStudio (because, for example, you no longer have the computer you originally installed AdminStudio on), you need to contact AdminStudio Sales to have them authorize a new activation.
Upgrading Your Product Edition

If you originally purchased AdminStudio Standard or Professional Edition, or if you are using a Limited Edition, and want to upgrade to a higher Edition, an upgrade feature has been built-in to AdminStudio that allows you to activate features in a higher Edition without re-installing the application.

To upgrade your product edition, perform the following steps:

<table>
<thead>
<tr>
<th>Task</th>
<th>To upgrade your AdminStudio Edition:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Contact an AdminStudio sales representative and purchase a activation code for the edition that you want to upgrade to.</td>
</tr>
<tr>
<td></td>
<td>2. Launch AdminStudio or Application Manager.</td>
</tr>
<tr>
<td></td>
<td>3. Do one of the following:</td>
</tr>
<tr>
<td></td>
<td>• On the AdminStudio Help menu, click About AdminStudio.</td>
</tr>
<tr>
<td></td>
<td>• On the Application Manager Support tab, click About Application Manager.</td>
</tr>
</tbody>
</table>

The AdminStudio or Application Manager About dialog box opens.
4. Click the **Upgrade** button. The **AdminStudio Product Activation** dialog box opens, prompting you to enter the activation code of the edition that you want to upgrade to.

5. Enter the activation code of the edition you purchased and click the **Activate** button. After a few seconds, you will receive a message that activation was successful. The functionality of the upgraded edition is immediately available to you.
If you want to try out AdminStudio prior to making your purchasing decision, you can evaluate it prior to activation: The trial period available to you varies by Edition:

**Table 7-1 • Evaluation Periods Per Edition**

<table>
<thead>
<tr>
<th>Edition</th>
<th>Evaluation Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>AdminStudio Standard, Professional, Enterprise Editions</td>
<td>21 days</td>
</tr>
<tr>
<td>AdminStudio ZENworks Limited Edition</td>
<td>60 days</td>
</tr>
<tr>
<td>AdminStudio Limited Edition for LANDesk Management Suite</td>
<td>45 days</td>
</tr>
</tbody>
</table>

In evaluation mode, you have the functionality of the AdminStudio Enterprise Edition client tools available to you.

This chapter includes the following topics:

- Evaluating AdminStudio Enterprise Edition Client Tools
  - AdminStudio 2020 R2 Evaluation Restrictions
  - Evaluating AdminStudio’s Microsoft App-V Support
  - Evaluating the Automated Application Converter “Multiple Application” Option
- Activating AdminStudio After Evaluation Period
Evaluating AdminStudio Enterprise Edition Client Tools

In evaluation mode, you have the functionality of the AdminStudio Enterprise Edition client tools available to you.

If you have not purchased a license for AdminStudio, you can still install AdminStudio and use it for a limited number of days without performing activation code verification. When you run AdminStudio in this trial mode, all of its features are fully available. The dialog box that AdminStudio displays whenever you launch AdminStudio in trial mode shows you how many days are left in your trial period.

If you do not verify AdminStudio within the trial period, AdminStudio will stop working when the trial period has ended. You can perform activation code verification at any time before or after the trial period has ended.

To evaluate the Enterprise Edition client tools, perform the following steps.

**Task**

**To evaluate the AdminStudio Enterprise Edition client tools:**

1. Install AdminStudio.

2. Launch AdminStudio. A dialog box opens, stating that you are using a time-limited trial version.

3. If you want to evaluate AdminStudio, select **Continue to Evaluate AdminStudio** and click **Next** (or just wait ten seconds). The product will launch.
   - When you run AdminStudio in this trial mode, all of its features are fully available.
   - Each time you open AdminStudio while you are in evaluation mode, this dialog box shows you how many days are left in your trial period.

4. If you have five or fewer days left in your trial period, the dialog box remains open, requiring you to click before you can proceed. Do one of the following:
   a. If your trial period is not over, you can continue to use AdminStudio by selecting the **Continue to Evaluate AdminStudio** option and clicking **Next**.
   b. If you have already purchased a activation code or want to purchase one online, select **Activate or Purchase AdminStudio** and click **Next**.

5. When the evaluation period expires, you could then activate AdminStudio by following the steps in **Activating AdminStudio After Evaluation Period**.

**Note** • For additional information on evaluating the AdminStudio Limited Edition for LANDesk Management Suite, see **Evaluating the Client Tools in the Limited Edition for LANDesk Management Suite**.
AdminStudio 2020 R2 Evaluation Restrictions

When you run AdminStudio in trial/evaluation mode, all of the features in the AdminStudio Enterprise Edition client tools are fully available, with the following restrictions:

- **Can create only one Application Catalog**—You are permitted to create only one Application Catalog, and it must be named *AdminStudio Evaluation Catalog*.
- **Ten package import limit**—Only 10 total packages (of one or more deployment types) can be imported into the Application Catalog.
- **Package deletion not permitted**—After you import a package into the Application Catalog, you are not permitted to delete it.
- **AdminStudio Platform API support is disabled**—All platform support is disabled.

Evaluating AdminStudio’s Microsoft App-V Support

While evaluating the AdminStudio Enterprise Edition client tools, you will be able to convert a Windows Installer package to an App-V application using the Automated Application Converter, Repackager, and the InstallShield App-V Assistant. However, an App-V application built using an evaluation version of AdminStudio will display the following message every time it is launched:

![Figure 7-1: Evaluation Version Message](image)

After activating AdminStudio, you will be able to remove this message by rebuilding the App-V application.

Evaluating the Automated Application Converter “Multiple Application” Option

The “multiple application” option of Automated Application Converter and the Conversion Wizard is only available when you purchase AdminStudio Enterprise Edition.

**Note** • *With AdminStudio Standard or Professional Editions, you will only be able to convert one package at a time, using one virtual machine.*

When using an evaluation version of AdminStudio, you will be able to use Automated Application Converter or Conversion Wizard to convert a directory full of Windows Installer packages into individual virtual packages, but the conversion will be limited to three packages per run, using only one virtual machine. Therefore, only the first three packages that Automated Application Converter encounters will be converted to virtual applications.
Evaluating the Client Tools in the Limited Edition for LANDesk Management Suite

There are several additional guidelines that are followed when evaluating the AdminStudio client tools in the Limited Edition for LANDesk Management Suite:

- AdminStudio Client Tools Available During Evaluation: Typical or Custom
- Server Connection Not Required During Evaluation Period

AdminStudio Client Tools Available During Evaluation: Typical or Custom

The tools available to you during the evaluation period depends upon the selection you made on the Setup Type panel of the AdminStudio Limited Edition for LANDesk Management Suite installation:

The choice that you make on the Setup Type panel affects the tools that are available to you if you choose to evaluate the product:

- **Typical**—If you choose this option, only the tools included in this Limited Edition are installed. Therefore, during the evaluation period, only those tools are available.
- **Complete**—If you choose this option, all of the AdminStudio Enterprise Edition client tools are installed. This enables you to evaluate all of these tools during your 45-day evaluation period. After the evaluation period ends and you enter your AdminStudio Limited Edition for LANDesk Management Suite activation code, only those tools included in the Limited Edition will be available to you.

Server Connection Not Required During Evaluation Period

After you activate AdminStudio Limited Edition for LANDesk Management Suite, it can only be used when the LANDesk Management Suite is already installed. However, in evaluation mode, there is no LANDesk Management Suite Server connection requirement.

Activating AdminStudio After Evaluation Period

If you chose the evaluation option when you opened AdminStudio for the first time and now you want to purchase an AdminStudio Edition and activate it, perform the following steps.

<table>
<thead>
<tr>
<th>Task</th>
<th>Activating AdminStudio after using it in Evaluation mode:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Contact AdminStudio Sales and purchase a activation code for an edition of AdminStudio.</td>
</tr>
<tr>
<td>2.</td>
<td>Launch AdminStudio. A dialog box opens, stating that you are using a time-limited trial version and listing the number of days left in your trial period.</td>
</tr>
<tr>
<td>3.</td>
<td>Select <strong>Activate or Purchase AdminStudio</strong> and click <strong>Next</strong>. You are prompted to <strong>Enter Your Activation Code</strong>.</td>
</tr>
<tr>
<td>4.</td>
<td>Enter the activation code of the edition you purchased and click the <strong>Activate</strong> button. After a few seconds, you will receive a message that activation was successful.</td>
</tr>
</tbody>
</table>
5. Click Finish. AdminStudio will launch.

Your product would then be fully activated and you would be able to use all of the tools that are included in the Edition of AdminStudio that you purchased.

Note • If you do not have an online connection, you can activate your product via a Web page. See Activating Through a Web Page.
Chapter 7  Evaluating AdminStudio
Activating AdminStudio After Evaluation Period
Index

A
activation 43
   about 44
   of AdminStudio purchased from Flexera Software 44, 45
   of AdminStudio purchased from reseller 44
offline 52
registering your product 44
silent 53
silent after installation 54
troubleshooting 51
upon initial startup 44
using Windows Installer properties 53
via a web page 52
activation codes 44
AdminStudio
   about activation 44
   activation 43, 45
   activation codes 44
   AdminStudio Shared directory 26, 39, 41
   client tools installation 25, 39
   client-only install 26
   complete install 26
   custom install 26
database server permissions 19
evaluating Enterprise Edition client tools 58
   how to evaluate 57
installing 25, 39
installing IIS 20
minimum permissions 19
minimum privileges 19
reactivating on different computer 54
registering your product 44
running client tools installation 25
test drive 57

trial version 57
upgrading 55
upgrading to Professional or Enterprise Edition 55
upgrading your product Edition 55
AdminStudio 5.x
   upgrading Application Catalog from 28
AdminStudio 6.x
   upgrading Application Catalog from 28
AdminStudio 7.x
   upgrading Application Catalog from 28
AdminStudio Shared directory 26, 39, 41
Application Catalog
   upgrading the collation setting 37
application catalogs
   upgrading 28
App-V applications
   evaluating AdminStudio’s App-V support 59

B
batch convert option
   evaluating 59

C
collation setting 37

D
database
   collation setting 37
   upgrading 28
database collation setting 37
E
evaluating
  AdminStudio 57
  AdminStudio’s Microsoft App-V support 59
  batch convert option 59

I
IIS (Internet Information Services (IIS) 20
installing
  AdminStudio 25, 39
  AdminStudio client tools 25
  AdminStudio silently 27
reactivating AdminStudio on a different computer 54
specifying a transform during silent installation 27
specifying activation code during silent installation 27
specifying AdminStudio installation directory during silent
  installation 27
specifying AdminStudio Shared location during silent
  installation 27
specifying InstallShield Editor installation directory 27

L
Latin1_General_CI_AS 37

O
offline activation 52

P
permissions
  database server 19
  minimum for AdminStudio 19

R
reactivation
  of AdminStudio on a different computer 54
registration 44
offline 52
reseller
  activation of products from 44

S
Setup Type panel 41
silent activation 53
silent installation 27
SQL_Latin1_General_CP1_CI_AS 37
system requirements

hardware and software 9

T
trial version
  AdminStudio 57
  typical vs. complete installation 41

U
upgrading
  AdminStudio product Edition 55
  Application Catalogs 28
  collation setting of database 37
database 28

W
watermark 59
web page activation 52