



PC-DUO DEPLOYMENT TOOL QUICK START GUIDE

The PC-Duo Deployment Tool is used to generate a transform file (.MST) that will contain and apply a custom string of Host Settings at installation time, such as a license key, permission to connect and any other settings. Customers are encouraged to use the Deployment Tool to create a transform file though performing the actual deployment can be accomplished in other ways outside of our tool (SCCM, msiexec, group policy, imaging).

Step 1: Importing the Installation Files

The first step is to load the Host.msi (32-bit) or Host-x64.msi (64-bit) into the tool, then we'll create a settings template, and last, we'll go through the process of deploying the Host, with your Transform file, to a machine.

- 1) Right-click **Installation Files**, click **New**
- 2) If you have 32-bit machines, browse to the **Host.msi**, click **Open** and the Host.msi should now be listed
- 3) If you have 64-bit machines, browse to the **Host-x64.msi**, click **Open** and the Host-x64.msi should now be listed

Step 2: Creating a Host Settings Template

Within this step, you'll be able to define each of the Host settings, such as the license key, the naming convention, tray icon behavior and any other applicable settings. If you're not entirely sure which settings are appropriate, you can contact us at support@vizer.cloud

- 1) Expand **Product Configurations**, right-click **Host**, click **New**
- 2) Give the settings template a name, such as BaseConfig1
- 3) The right pane now lists each available Host Setting – here are a few suggestions.
 - a. Double-click **Licenses** and paste your Host license into the field
 - b. Double-click **Beep on Connect** to turn the connection beep off (default is On)
 - c. Double-click **Show icon while idle** to hide the Host tray icon when there is no connection in progress
 - d. Double-click **Station Name** and use %USERNAME% on %NAME% (Hosts will appear as jsmith on PCNAME)
 - e. For Remote Access Server (RAS) customers, double-click **Gateways**, input the server address (i.e. pcduo.yourwebsite.com), with the port and protocol. WSS and 443 should be used externally and TCP and 2303 should be used internally.

Step 3: Creating a Transform File from your Template

When you have finished entering the settings into the template, we'll create a transform file from that template. If you have both 32-and 64-bit machines, you would want to create a transform file based on each architecture, for each of the two Host installers (Host.msi and Host-x64.msi).

- 1) Right-click your template, click **New**, click **Transform File**.
- 2) If you have 32-bit machines, select Host.msi from the Installation File Name drop down
 - a. Give the transform file a descriptive name to reflect the architecture (such as Host32.mst).
- 3) If you have 64-bit machines, select Host-x64.msi from the Installation File Name drop down
 - a. Give the transform file a descriptive name to reflect the architecture (such as Host64.mst).

Important Note: It's important to generate the .MST files carefully since the 32-bit Host.msi will **not install** with a transform file generated against the 64-bit Host-x64.msi.

Congratulations! You have successfully created a transform file that will allow your Hosts to be configured with your settings upon installation. If you'd elect not to use the Deployment Tool for deployment, you can use SCCM or Group Policy to deploy the Host via msiexec command. If you're planning to use our tool for the deployment, read on!

Step 4: Deploying the PC-Duo Host

Before we can deploy the Host, first expand (or right-click to refresh) Active Directory Domains, located at the bottom of the tool's left pane. If multiple domains are present, right-click the desired domain, click Refresh. The tool will present the OU structure exactly as its defined within Active Directory. Check the last page for help with any errors.

- 1) To install the Host on a single computer:
 - a. Find a Host, right-click, choose Install Software
 - b. Use the Installation File drop-down to select either Host.msi or Host-x64.msi
 - c. Use the Transform File Name drop-down to select either Host32.mst or Host64.mst
 - d. Select restart option and hit OK to begin the push
- 2) To install the Host to multiple computers:
 - a. Highlight an OU container in the left pane; the right pane populates with the contents
 - b. Hit Control + A to select all computers in the selected OU
 - c. Follow steps (a) through (d) above

Deployment Tips & Suggestions

If you have OU's containing both 32-and 64-bit machines but cannot tell the difference at a glance, that's OK. You can safely select all computers within the OU, attempt to install the 32-bit Host.msi along with its transform file and the installation should succeed on all 32-bit machines but fail harmlessly on 64-bit machines. Give the container a second pass, this time selecting the 64-bit Host-x64.msi to be pushed, along with the corresponding transform file, and each of the 64-bit machines will receive the Host installation.

If you would like to know which machines are of which architecture, note that when you have selected a group of machines, the first right-click option on the context menu is **Refresh Details**. The Deployment Tool will make contact with each machine and display its OS, OS architecture, whether or not a Host is presently installed and if the machine is reachable for deployment. This could yield helpful information prior to a deployment.

Deployment via MSIEXEC (SCCM, Group Policy)

The PC-Duo Host can be installed via msiexec command silently without an InstallShield interface with your desired transform file. Please reference the below baseline command:

```
msiexec /qn /I Host-x64.msi TRANSFORMS="Host64.mst"
```

Using the Deployment Tool's "Updating Host Settings" Capability

The Deployment Tool has an "Update Host Settings" mechanism that can be used to apply a Settings Template out to one or more Hosts within the network. The purpose of this capability is to roll out one or more changes to the existing Host configuration settings, such as changing the Gateway address that the Hosts are configured to report to. Before pushing out a Settings Template, first be sure to have one created – covered in step 2.

- 1) Find the machine or group of machines, right-click, click **Update Host Settings**
- 2) Select the desired template from the **Configuration Name** drop-down
- 3) Click **OK** to apply the Settings Template out to the selected Hosts

Congratulations! The PC-Duo Deployment Tool has successfully updated the Host settings. It's possible that some attempts may fail - review the last page for help with understanding and resolving common errors.

Understanding and Troubleshooting Common Deployment Errors

The Deployment Tool is dependent on a few underlying Windows technologies and concepts in order to make software deployment possible. There are a few common errors you may encounter and here's how to handle them.

1) **RPC Server Unavailable - Error 0x800706ba**

- a. The Deployment Tool is unable to communicate with the target machine on TCP port 135. Try again after running the following two commands in an administrative command prompt:

```
netsh advfirewall firewall set rule group="Windows Management Instrumentation (wmi)" new enable=yes
```

```
netsh advfirewall firewall set rule group="Windows Remote Management" new enable=yes
```

2) **Fatal error during installation attempt – Error 0x80070035**

- a. Try deploying the opposite architecture Host. For example, if you attempt to install the 32-bit Host.msi on a 64-bit system, you'll get this error. You will also receive this error if you are attempting to install the 64-bit Host-x64.msi on a 32-bit system.

3) **Access Denied – Error 0x80070005**

- a. This is the generic error code that Microsoft Windows provides for “permission denied”. Try authenticating to the target machine with another set of credentials. The target machine will allow authentication if the account used is a member of its local administrators group.

4) **Failed to contact target machine - Error 0xc004c001**

- a. The target machine cannot currently be reached. Verify that it's powered on and that it has a network connection and try again.

5) **Error Applying Transforms - Error 0x80070643**

- a. Please ensure you're using the correct transform file. For example, attempting to push the 32-bit Host.msi with a transform file generated from the Host-x64.msi will result in this error.
- b. Consider re-generating your transform file. Right-click your settings template, pick either Host.msi or Host-x64.msi from the drop-down and label the resulting file appropriately, including a “32” or “64” within the file name to eliminate confusion.
- c. Double-check the license key from within the Settings Template to ensure it goes with the version Host you are pushing out. For example, if the first four keys are 4331, it's for a v10 Host. If 4230, it's for a v9 Host. If it's 4130, it's for v8.10. Ensure the version Host you're pushing corresponds to the license key being used.

6) **Failed to Update Host Settings - Error 0xc004c018**

- a. The target Host is currently configured to disallow this connection. The setting to disable would be the tickbox on the PC-Duo Host Control Panel's “Gateways” tab for “Host administration and remote management”.

Need more help?

If you need help with your PC-Duo solution **CALL 1-800-330-5035 or email support@vazor.cloud**