



 O&O Enterprise
Management Console 2

O&O Enterprise Management Console 2
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About O&O Enterprise Management Console

Introduction

O&O Enterprise Management Console (OOEMC) will allow you to manage all your O&O products from a central location across your network. Not only will you be able to run jobs on individual computers or even entire sites, it will also let you perform the remote installation of agents automatically. All data will be saved in a database which ensures that you can always be supplied with detailed reports about the success of any jobs.

We hope that OOEMC will make your working in a network easier and that you'll be able to save all the time you'd otherwise need for managing every one of your company's computers manually.

O&O Software GmbH
www.oo-software.com

Please Note:

As a result of regular program updates, some information in the printed manual may vary from that found in Online Help. For this same reason, there may be slight differences in the presentation of the program's interface.

Important Features at a Glance

You can manage various O&O programs (Server or Workstation Editions) in OOEMC.

- Central management for controlling jobs across a network
- Schedule the automatic running of jobs across a network
- Remote installation of O&O products across a network
- Running of Windows commands (Batches) before and after the running of a job across a network
- Detailed Job Assistant with product specific setting options
- Constantly active Control Service for communicating between clients and SQL
- Detailed Reporting

Differences from previous versions of OOEMC

Unlike previous versions of OOEMC, this newest version provides fully automatic remote installation and job assignment. If, for example, a computer is not available when a job is being assigned, the request will be repeated automatically at a specified interval.

You can thereby reach a significantly larger number of computers in much less time than you'd need when using the manual request method of the previous version.

A further advantage is that the components of OOEMC are always active on the SQL Server, which means that jobs and reports are constantly in synch. There is no longer any need to wait for reports because these can be accessed from the database at any time. In this way, the database has now become the central storage location for jobs and reports.

Design and Functionality

Definition of Terms

A short explanation of the following terms will contribute to a better understanding of the documentation. Please use the charts "General Communication Model" and "Functional Principle of OOEMC" as an added help for understanding the text.

OOEMC

Abbreviation for O&O Enterprise Management Console, the graphical user interface. The term refers to a management program ("Container") in which computers, programs and reports are structurally integrated.

Module

A module is an O&O program integrated into OOEMC which makes it possible to apply an O&O program across a network. It is listed in the directory of OOEMC as a module folder, e.g., O&O DiskImage or O&O Defrag.

OOEMC Control Service

The OOEMC Control Service has the function of transferring or assigning jobs and installation instructions to the desired computer, i.e., the gateway agents, across a network. It controls communication between the database and the gateway agent of the network computer, assigns jobs and is responsible for remote installation. At the same time, it also matches the jobs to the corresponding reports and files them in the database.

Gateway Agent

The gateway agent is installed on the target computer during the remote installation of an O&O program. It communicates with the OOEMC Control Service and arranges for jobs to be run using the respective product agent (e.g., from O&O DiskImage). It also collects reports, on request, from the product agents and passes them onto the OOEMC Control Service.

Product Agent

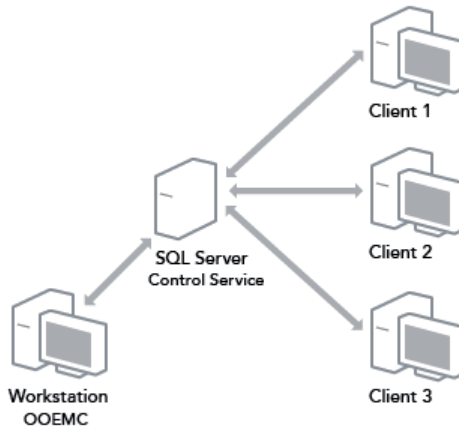
The product agent is a service of any O&O product, e.g., O&O DiskImage, which is responsible for running a job on the respective client.

General Communication Model

Using O&O Enterprise Management Console (OOEMC), you'll be able to assign and manage jobs for O&O programs across a network from a central location. OOEMC itself doesn't perform any managing functions but with it you can integrate network capable O&O programs, e.g., DiskImage, which are able to assume this function. The integrated O&O programs are called modules.

To put it simply, communication from your workstation computer to the network computer is carried out using your SQL Server and the Control Service. The Control Service communicates with the respective network computers (clients) on which jobs can be run (see the chart “General Communication Model”).

Note: the chart shows only a possible application of OOEMC. The OOEMC Control Service can also be installed on a separate computer. OOEMC can also be installed on the server in a similar way.

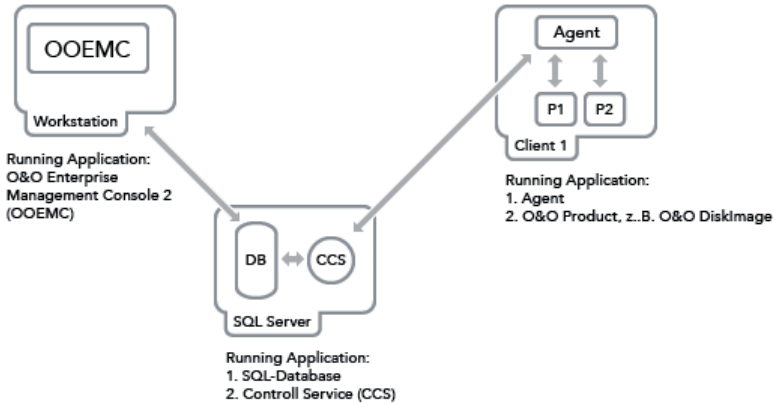


General Communication Model

Functional Principle

Communication from your workstation computer to the network computers is carried out over your SQL database and the OOEMC Control Service. The Control Service communicates between the SQL Server and the gateway agents of the respective network computer (clients). The gateway agent is automatically installed on the client during the remote installation of an O&O product and receives jobs from the Control Service. The gateway agent then passes these jobs onto the product agent, which is responsible for running a job, and in turn collects reports about how the job was run (see chart “Functional Principle of OOEMC”).

Note: the chart shows only a possible application of OOEMC. The OOEMC Control Service (CCS) can also be installed on a separate computer. OOEMC can also be installed on the server in a similar way.



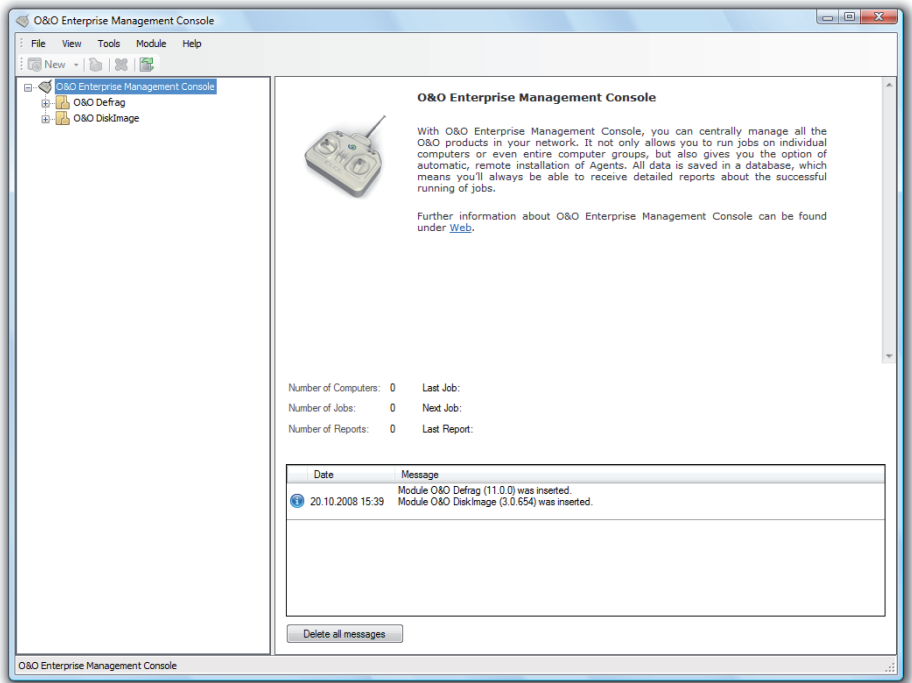
Functional Principle of OOEMC

Design of OOEMC

The design of OOEMC is very clearly laid out and provides quick access to both the module and the program features.

The following sub-directories can be found in the O&O module directory:

- **Jobs** – includes a Job Assistant for planning the time-controlled running of a job on selected computers/sites. You can assign various properties to a job such as initial running, running interval, name, etc.
- **Reports** – The folder contains all status reports about the jobs.
- **Computer** – includes all the computers you've added to a network in order to install an O&O program like O&O DiskImage.
- **Site** – includes all the sites you've added to a network in order to install a program like O&O DiskImage onto all the site's computers.



Start Page of OOEMC

File

Using the File menu, you can create new jobs and add a new computer or site. Select the desired program folder, e.g., O&O DiskImage, and run the desired action using the file menu.

View

Under **View** you can customize the program interface and run updates.

Tools

Under Tools you can select from additional options. Refer to the chapter "**Advanced Settings**" and get an overview of your licensing status. You can also have access to maintenance and repair options. Please refer to the chapter "**Advanced Options/Maintenance and Repair**".

Module

You can get an overview of all available modules, e.g., O&O DiskImage or O&O Defrag, in the module directory.

System Requirements

System Requirements for using OOEMC

 **Note:**

Please pay attention as well to the system requirements of the Microsoft SQL Server 2005 Express (SQL Server Express). Under Windows 2000 you will need at least Internet Explorer 6.0 and the Windows Installer 3.1.

- Intel® Pentium™ III or comparable processor
- circa 400 MB free hard disk space to install SQL Server Express
- circa 30 MB free hard disk space to install OOEMC
- VGA graphics card with minimum 1024x768 and 256 colors
- CD/DVD drive, keyboard and mouse
- Windows™ 2000, Server 2003, XP, Vista®, Server 2008 (all Editions*, from Windows™ XP/Server 2003: 32-bit/64-bit support, respectively)

* Core installations are excluded

Permissions

To install and register OOEMC, you must be a member of a local administrator group or possess comparable permissions. If you are a domain administrator, you normally already possess such permissions. You do not need any administrator permissions to start OOEMC.

Installation and preliminary measures

Installation in general

In order to work with O&O Enterprise Management Console (OOEMC) across a network, you'll have to install all the components included in delivery and possess the respective O&O product licenses.

You can either install the program by using the CD included in your package:
The installation contains the following components:

OOEMC – The graphical user interface can be installed on either your workstation computer or your server. Multiple installation of the user interface is also possible, for example, on a number of workstations and your server.

OOEMC-Control Service -The OOEMC Control Service may only be installed once. It should be installed preferably on a server because it is designed to be continuously active. If installed on a workstation computer, jobs might not be assigned or remote installations performed.

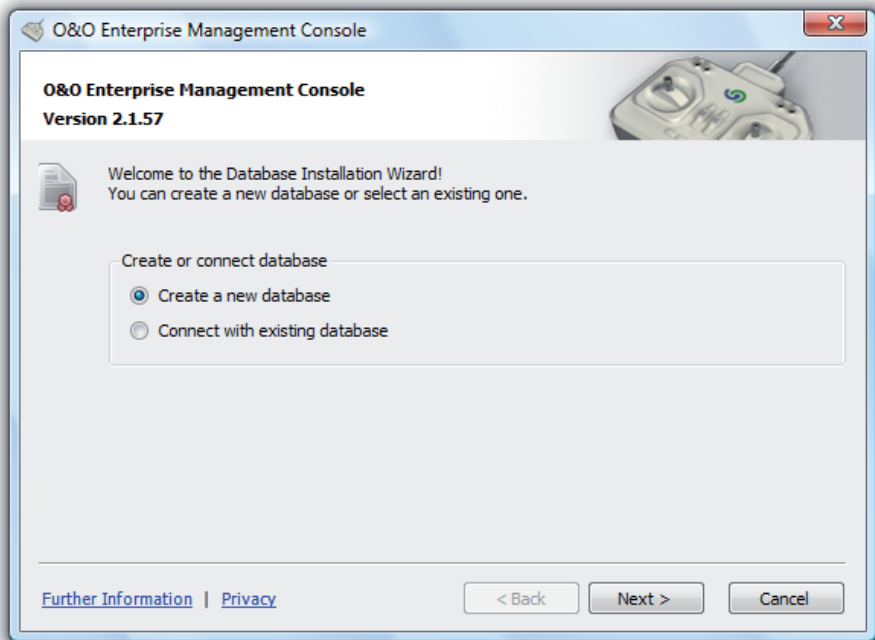
SQL Server Express – can be installed optionally when no Microsoft SQL Server is available. We recommend your installing the SQL Server Express on a server so that it can be contacted at any time by the Control Service and OOEMC.

Note:

If you are installing the Control Service on a computer without the graphical user interface, you will be prompted to enter the connection to the database when installation is completed. This step is absolutely necessary in order for the Control Service to function correctly.

Starting Installation

1. Start the computer on which you want to install the SQL Server Express.
2. Login as local administrator or as a user possessing comparable permissions.
3. Click the installation file containing O&O Enterprise Management Console 2 and follow the steps in the installation dialogue. Depending on whether or not you already have the Microsoft SQL Server 2005 available, you can choose between installing with or without the Microsoft SQL Server 2005 Express.
4. For installing without the SQL Server Express, you must enter the computer name with the SQL Server in the corresponding dialogue during installation. You can read more about this in the chapter "Note on installation without the SQL Server Express".
If you are choosing to install with the SQL Server Express, you will have to enter the name of the computer on which it should be installed.
5. Once the installation of the SQL Server Express is completed, you can choose between Complete and Customized Installation.



Query about the installation of the SQL Server Express

Complete Installation

1. All the components (OOEMC and OOEMC Control Service) will now be installed consecutively. Follow the dialogues and when prompted, enter the server name and the instance name of the SQL Server.
2. When prompted, restart your computer.

Note:

O&O Enterprise Management Console can be installed on either your workstation computer or your server. Multiple installation of the user interface is also possible, for example, on a number of workstations and your server.

Customized Installation

The installation of individual components (Customized Installation) is recommended when you wish to install the SQL Server Express and OOEMC on separate systems. This might be your installing OOEMC on your workstations and the SQL Server Express on the Server. Installing OOEMC

1. Select O&O EMC Console in the selection dialogue and then follow the installation dialogues. When prompted, enter the server name and the instance name of the SQL Server.
2. When prompted, restart your computer.

 **Note:**

O&O Enterprise Management Console can be installed on either your workstation computer or your server. Multiple installation of the user interface is also possible, for example, on a number of workstations and your server.

Installing the OEMC Control Service

1. Select **Service** in the selection dialogue and then follow the installation dialogues. When prompted, enter the server name and the instance name of the SQL Server.
2. When prompted, restart your computer.

 **Note:**

The OEMC Control Service may only be installed once. It should be installed preferably on a server because it is designed to be continuously active. If installed on a workstation computer, jobs might not be assigned or remote installations performed.

Note on installation without the SQL Server Express

If you're already using an SQL database for O&O Enterprise Management Console, make sure that you're also using the SQL Server and Windows Authentication Mode as a server authentication method.

To do this you'll need the "SQL Server Management Studio (Express)" program, which you can download free of charge from Microsoft.

Right-click the uppermost entry in the database tree and under **Properties/Security**, select **Server authentication**.

Entering the License Key

 **Note:**

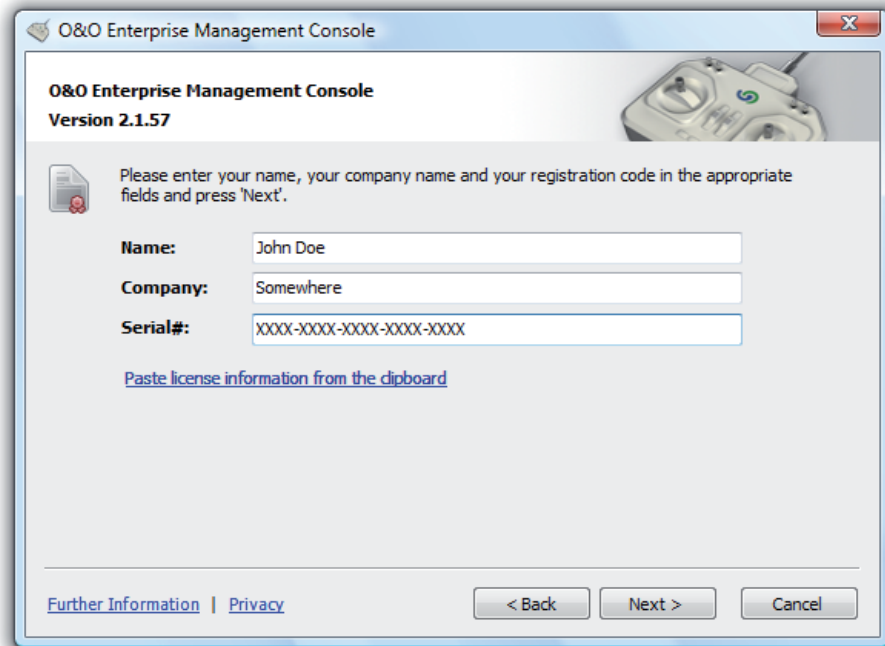
In order to activate the product after installation or at a later time, you must possess a valid license key. This license key is also called a registration code, serial number or product ID. Please contact our Sales Department if you'd like to have a test version of this software! E-Mail: sales@oo-software.com

The dialogue for registration always appears automatically at the start to guide you if you are using an unregistered version or have entered the registration code incorrectly.

The Registration Wizard allows for a simple registration process. When you select **Next**, a dialog box will appear where you can enter the registration code you received when purchasing the software. Please make sure that you do not enter any empty spaces where they don't belong.

Press **Next** to save the registration data or **Cancel** to leave the dialog window without saving the data.

Should you run into any problems when entering your registration code, please contact our Support Team.



Registration Wizard: Entering the License Key

Uninstallation

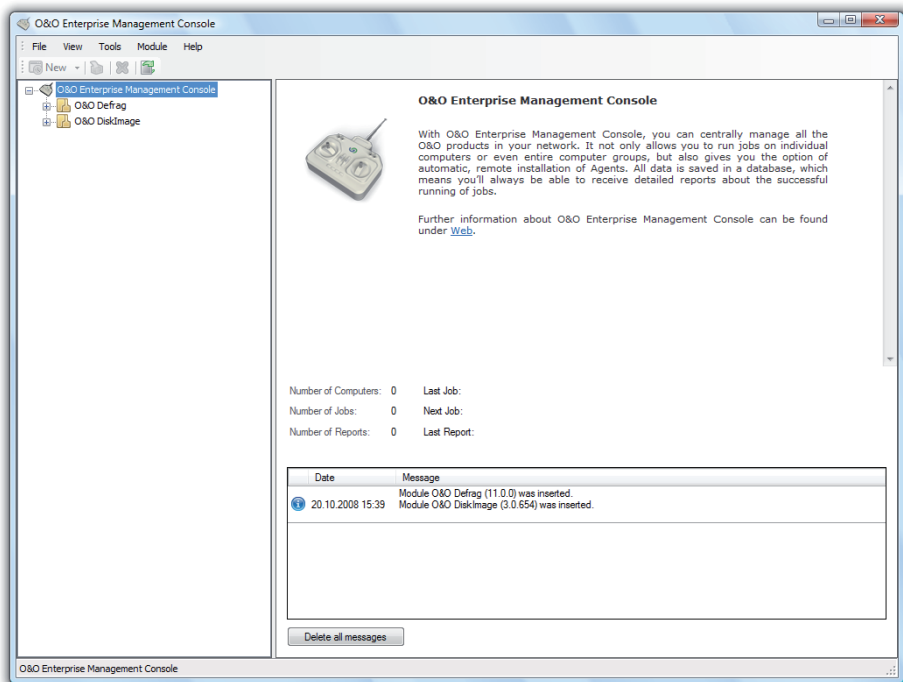
To remove O&O Enterprise Management Console from your computer, please follow the steps below:

1. Open the Control Panel in the Windows start menu and then click **Add or Remove Programs**.
2. Click O&O Enterprise Management Console from the list of installed software and then click **Remove**.
3. Confirm uninstallation.

First Steps

Starting O&OEnterprise Management Console

After it's successfully installed, you can open OOEMC on your workstation from either the desktop icon or using the path **Start/All Programs/O&O Software/O&O Enterprise Management Console 2**. You can get help by using either the **Help** button or pushing **F1**.

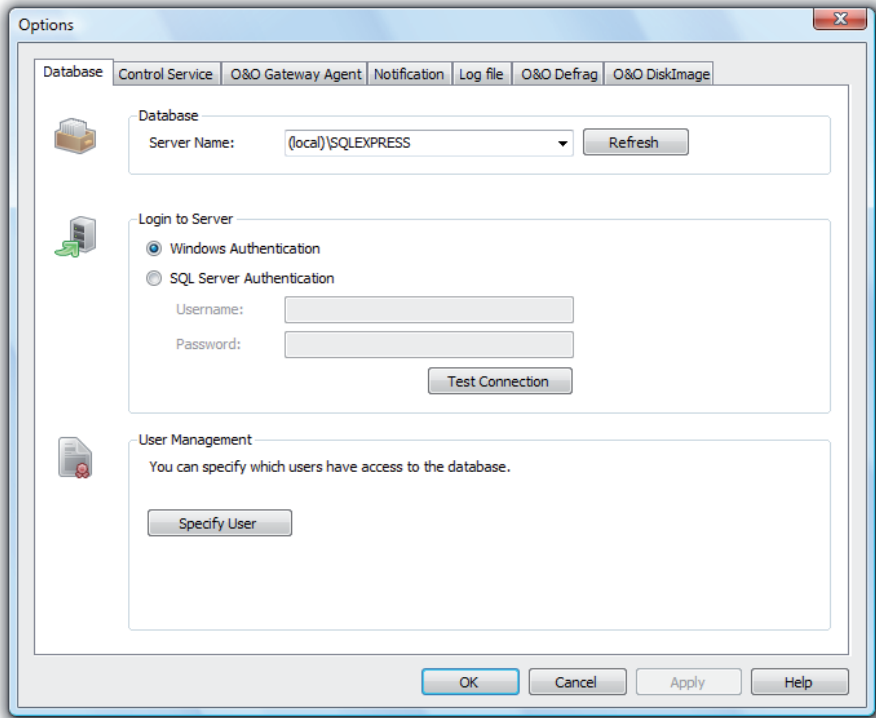


Start page of O&O Enterprise Management Console (OOEMC)

Initial start following installation

The Database Wizard will appear at the initial start of O&O Enterprise Management Console or following deletion of the database from the user interface. Here you'll be able to construct a new database or select one that is already available. If you're using an older version of OOEMC, it will be automatically updated to the latest version without any loss of data. For designing the database, enter the server name and the name of the database, e.g., `Server1\SQLEXPRESS`.

If the database is located on the same computer as the Enterprise Management Console, please enter (local)\SQLEXPRESS.



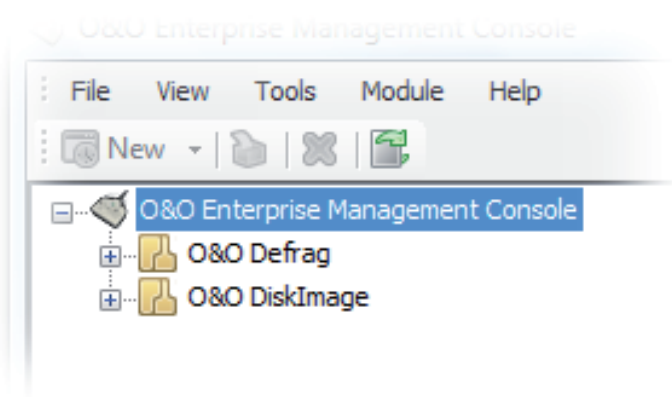
Entering database connection

Setting up a remote installation at the initial start

From your own workstation, you can conveniently install O&O programs remotely on any number of computers across a network.

To install an O&O program across a network using O&O Enterprise Management Console (OOEMC), you'll need a user account with administrator permissions for the target computer.

Once you've successfully setup OOEMC and your SQL Server, you can begin with the first remote installation. To do this you'll need a corresponding module like O&O DiskImage along with corresponding client licenses.



Module folder in the navigation view

Preparing the target computer

Before you begin assigning jobs or performing remote installations, you have to open certain ports or port ranges of the firewall on the target computers (clients). Otherwise the computers will not be contacted and you will receive error notices in reports.

If you're using the firewall of another manufacturer, check with the respective program's Help.

- You can make changes to the port settings of OOEMC under **Tools**.

Tip:

For performing remote installation or assigning jobs, the following ports must be opened or permitted as Exceptions in the settings of the Windows Firewall:

Windows XP

	For Remote Installation	For Connection/Assigning Jobs/Reports
Port/Port Range (Exceptions)	File and Printer Sharing (TCP 139, TCP 445, UDP 137, UDP 138) Remote Management* Windows Management Instrumentation - WMI (TCP/135)	50400 50401 (Optional, only necessary when using SSL Encryption)

Note:

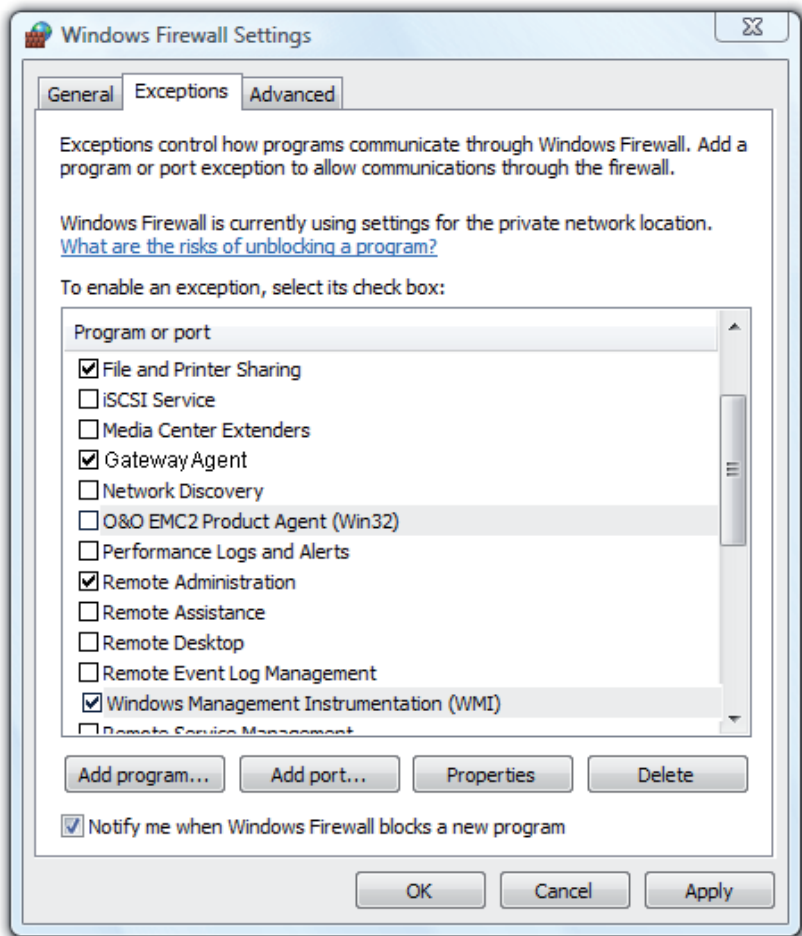
If you are using Windows XP Service Pack 2, you have to enter the following command in the command line to enable the RemoteInstallation, since there are some security restrictions imposed by the operating system:

```
netsh firewall set service type = remoteadmin mode = enable
```

More information can be retrieved from the Internet under Microsoft TechNet. Specifically, if you look for the article „Enable or Disable the Remote Administration Exception“.

Windows Vista

	For Remote Installation	For Connection/Assigning Jobs/Reports
Port/Port Range (Exceptions)	File and Printer Sharing (TCP 139, TCP 445, UDP 137, UDP 138) Remote Management* Windows Management Instrumentation - WMI (TCP/135)	50400 50401 (Optional, only necessary when using SSL Encryption)



Windows Firewall Settings

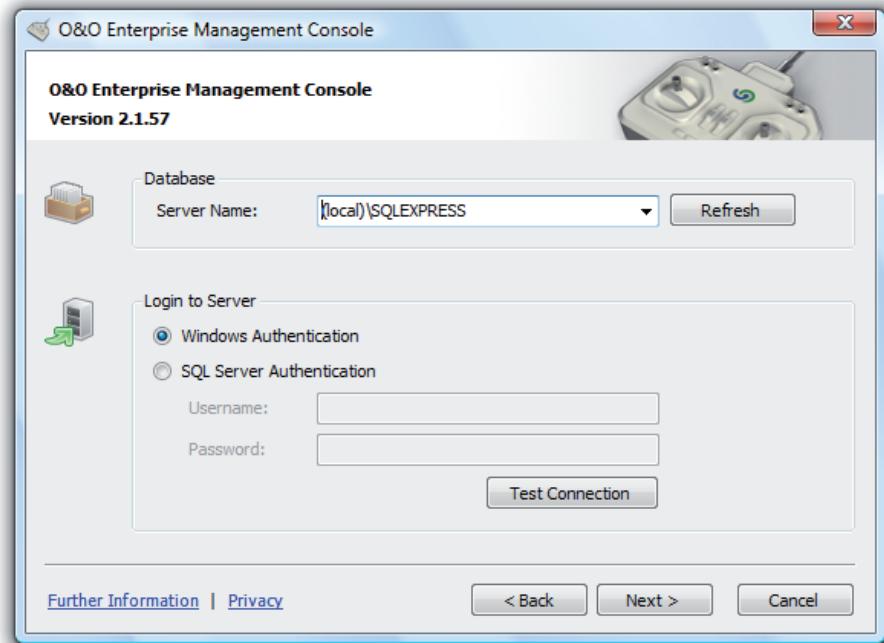
Setting up a remote installation at the initial start of O&O Enterprise Management Console

From your own workstation, you can conveniently install O&O programs remotely on any number of computers across a network.

For performing remote installation on the Clients, you must still enter the name of the user whose account is being used for remote installation.

Note:
Make sure you have the required administrator permissions on the target computer!

- To do this, under **Tools/Options** click **Control Service** and enter the user account for remote installation in this order: Domain\User Name.



Entering the User Account

Once you have successfully installed OOEMC and your SQL Server, you can begin with the first remote installation. For doing this, you will need a respective module such as O&O DiskImage with corresponding client licenses.

Note:
If the target computer has an active Windows Firewall, you have to open the Port ranges "File and Printer Sharing" (TCP 139, TCP 445, UDP 137, UDP 138) and „WMI" (TCP/135) for remote installation. You can read more about this in the chapter "Preparing the target computer." **If you're using a firewall from another manufacturer, consult the program's own Help site.**

Performance Interval

The interval controller sees to it that the OOEMC Control Service tries to pass on jobs to target computers automatically and at regular intervals. If a computer is not in operation at the time a job needs to be run or during a remote installation, because, for example, it's simply turned off, this will be noted in a report and the request will be repeated at certain intervals.

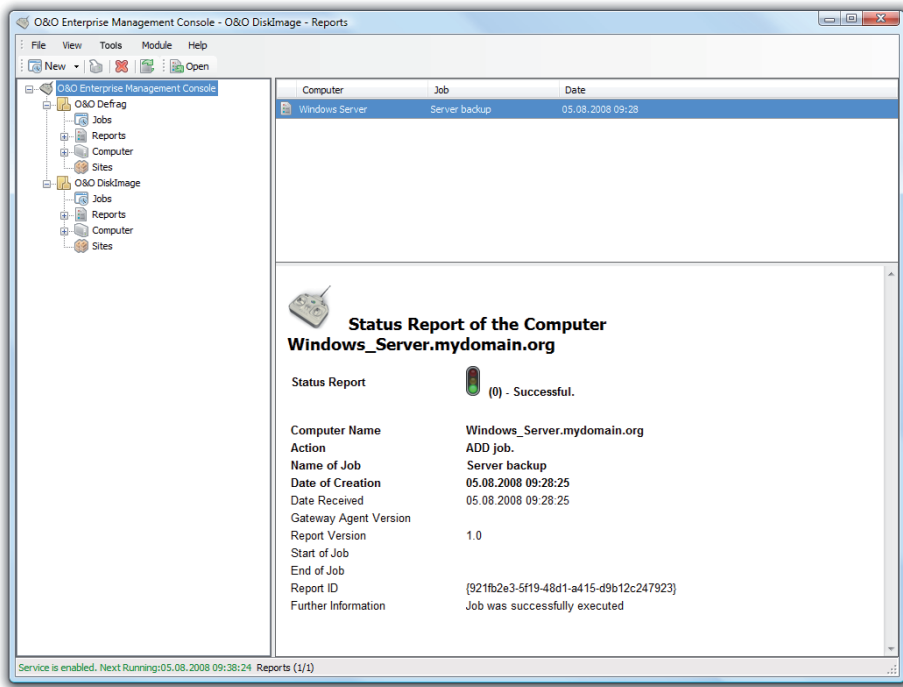
- To customize the performance interval of the OOEMC Control Service, under **Tools/Options** click **Control Service**. You can then use the dialogue to set the intervals at which the Service should contact the target computer.

Reports

A report will be created for every action performed by OOEMC and the clients. This will be filed in the SQL database and can be accessed as an HTML document.

You can find all the created reports in their respective module directory in OOEMC, filed according to date. In the report, you'll find all the information about the running of an installation or job, for example, status, computer name, action, and date.

- To see the report, click the one you wish on the list. It will then appear in the program window.



View of a Status Report

Computers in General

You can add the O&O Enterprise Management Console to any computer across a network. When doing so, please observe the terms of your license. In the menu list under **Tools/Licensing** you'll be able to enter your license key. You could, for example, add up to 25 computers to the computer list if you have a 25-seat license.

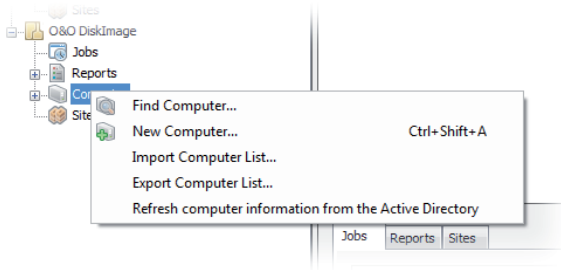
Finding a new computer

Any computer in a network can be added to OOEMC.

1. To integrate a new computer in OOEMC, right-click **Computer** then **Find Computer**.
2. A list of all the available computers will appear. Select the computer you wish and confirm your choice with **OK**.

Note:

when you click **Readout Computer Information**, OOEMC attempts to contact your domain controller and display the computer along with its organizational unit structure. While doing so, a connection will be made to the domain controller, and the DNS and full computer name will be read out.



Computer Context Menu

Add a new computer

Any computer in a network can be added to OOEMC.

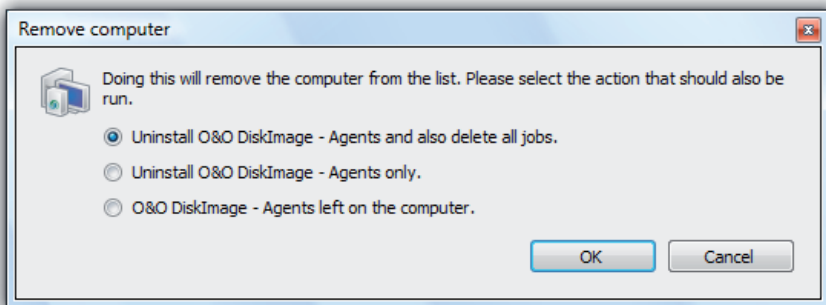
1. To integrate a new computer in OOEMC, right-click **Computer** then **New Computer**
2. Enter either the computer name and the DNS name, or just the computer name and click **Readout Computer Information**.

Remove a computer or site

If you want to remove a computer or site from OOEMC, all the jobs you have on it, whether created locally on the target computer or using OOEMC, will be deleted.

Right-click **Computer** or the site, then Click **Remove**.

In the deletion dialogue, you can specify which components should additionally be removed from the computer.



Delete a computer, using O&O DiskImage as an example

Import/Export Computer Lists

The lists of new computers you've created in OOEMC can be exported and saved for security purposes. The lists can always be imported back into the OOEMC when needed.

Right-click **Computer**, then click **Import** or **Export Computer List** in the navigation overview.

Sites in General

Jobs can be run on either individual computers or on a site (a group of computers). You can define sites regardless of their domain structure and, for example, divide workstations and servers into two different sites. You can then assign certain jobs to each site and avoid the danger of using settings for servers on workstations and vice versa. You can find more information about this in the section "Creating a site."

Creating a Site

In the OOEMC you can add existing sites or create new ones. You can, of course, also change and delete them.

To create a new site, follow the steps below:

1. Right-click the folder **Sites** in the left navigation structure **New Site**.
2. Enter a symbolic name for the site in the dialogue and confirm your entry with **OK**.
3. Select the site you just created and under **Computer** in the bottom window click **Add**.
4. Now add computers and jobs to your site.

Note:

When a computer is added to a site, it automatically receives all jobs that have been allocated to this site. When a job is added to a site, all computers of this site will automatically receive this job.

Removing a computer from a site

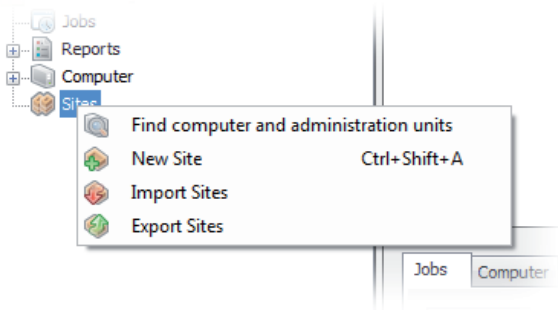
To remove a computer from a site, do the following:

1. Click **Sites** in the left-hand navigation view. All the existing sites will then be displayed in the upper right-hand program window.
2. Click the site from which you want to remove a computer
3. Then click the tab **Computer** in the lower-right hand program window. All the computers in the site will now be listed.
4. Select the desired computer and click **Remove**.

Search for a site

If you want to add OOEMC to an existing site, you can have all the sites of your domain displayed by using the function **Find Computers and Administration Units**. You can then select particular sites and have them displayed in the folder **Sites** in OOEMC.

- This can be done by right-clicking the **Sites** folder and then selecting **Find Computers and Administration Units**.



Sites Menu

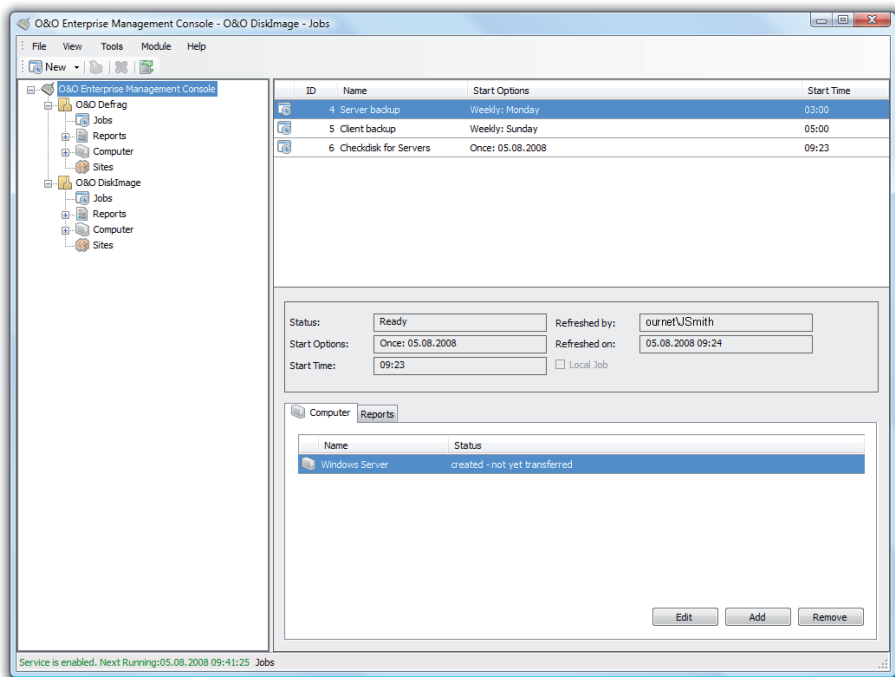
Import/Export Sites

Lists of sites that you've created in OOEMC can be exported and saved for security purposes. The lists can always be imported back into the OOEMC when needed.

- To do this, right-click **Sites** and then click **Import** or **Export Sites**.

Jobs in General

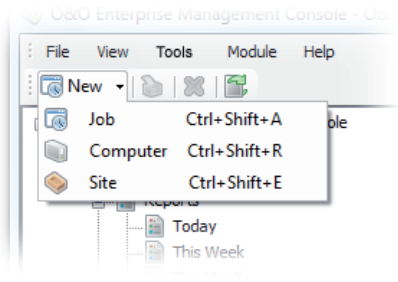
The Job Assistant is responsible for running time-controlled functions of selected O&O programs. Please consult the relevant program's **Help** to create settings for a specific program.



View of Jobs and Computers

Create a new job

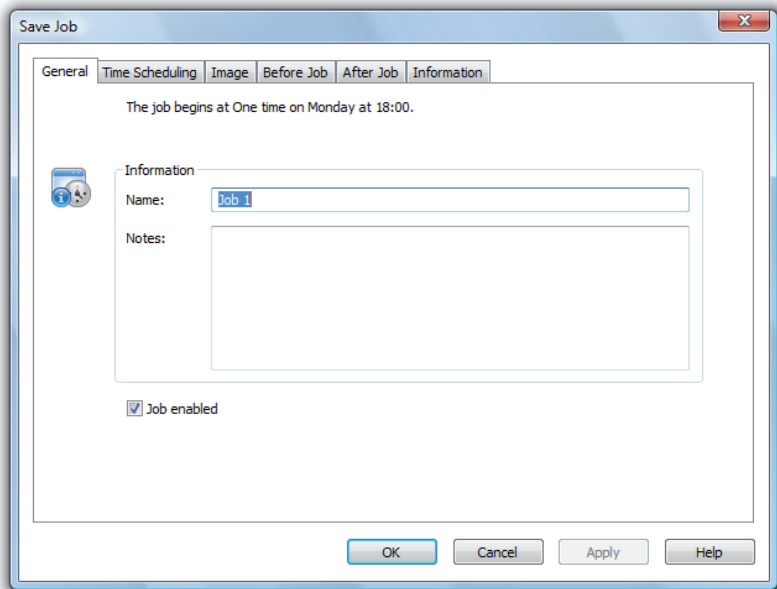
A job specifies various parameters for using an O&O product across a network. Jobs can be assigned to particular computers, sites or drives. You can use the various settings in the Job Assistant to specify the frequency of a job or the computer on which the job should be run. These settings are designed identically for every O&O program. The differences can be seen in one of the dialogues in the Job Assistant for each particular program (e.g., "Image" in O&O DiskImage). You can read more about this in the online help of the respective O&O program.



Create a new job

1. To create a job, right-click the **Jobs** folder in the navigation structure on the left to open the Job Assistant.
2. Under **Job-ID** you can specify the name of the job. This name will later be used for creating reports and will provide information about the action the job runs. The name has only symbolic value and can also be used for other jobs.

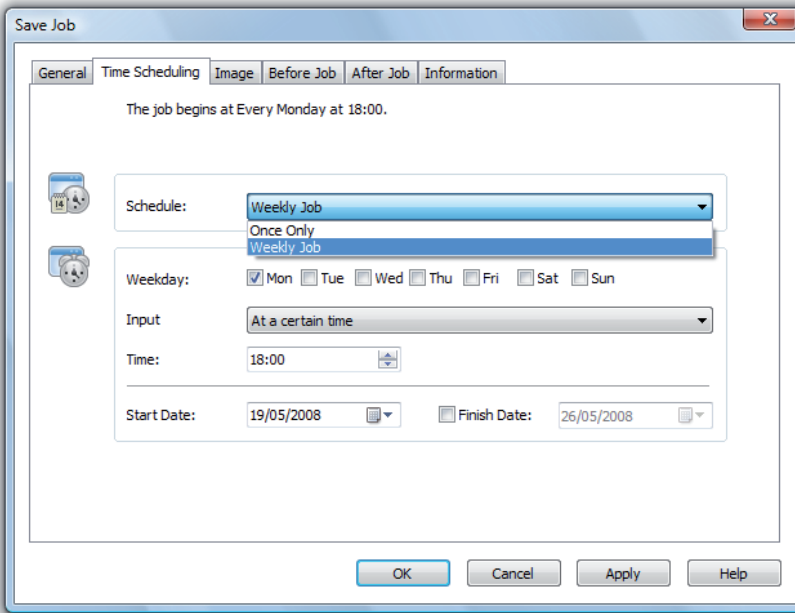
You can get more information about the Job Assistant and setting options by consulting **Help** in the respective program



Create a new job, for instance with O&O DiskImage.

Create a schedule for a job

Under **Schedule** in the Job Assistant, you can specify if the job should be run only once or repeatedly (e.g., once a week).



Creating a schedule for a job, for instance with O&O DiskImage

Specific feature related to creating jobs with O&O DiskImage

When creating jobs across a network using O&O DiskImage, you'll have to manually enter the storage path for the image file in the Job Assistant under **Image**. If you don't enter any information, the image file will be stored locally on the system partition, usually under C:\Windows\System32.

Assign a job to a computer

Note:

Before assigning a job to a computer, you can run a **Remote Installation Check**. The check provides information about whether the remote installation needed for running a job is possible, or what can be preventing it. This function can be found by right-clicking the relevant computer.

Once you've created a job, you can select the computer on which the job should be run.

1. Click **Computer** in navigation structure on the left.
2. Select the computer for which you want to assign a job from the computer list on the right. Using the Ctrl key will let you choose more than one computer.
3. In the tab **Jobs** below, you can assign a job to the selected computers by clicking **Add**. Please make sure that the respective job selected is enabled with a check **OK**.

The job will now be run on the selected computers.

Assign a job to a site

Once you've created a job, you can select the site on which the job should be run. You will not have to select every individual computer in the site.

1. Click **Sites** in the navigation structure on the left.
2. In the list of sites you can click the site for which you want to assign a job.
3. In the **Jobs** field below, you can assign a job to the selected site by clicking **Add**.
4. Select the job you want to assign and click **OK**. The job will now be run on the selected site.

Change Job

You can change already existing jobs at any time. The changes will then be automatically applied to any computer that was assigned that particular job.

Note:

If the target computer is turned off when the change is made, the running of the changed job can be delayed. A longer interval setting can also result in delays.

Change job settings

Right-clicking the job in the job list will let you change a job. Enter the changes in the Job Assistant and confirm your entries.

Enable/Disable Job

If you're not running a job at the moment but don't wish to delete it, you can disable it under **Job-ID** in the Job Assistant. From that point on, it will not be run until it is enabled once again.

Remove Job

Right-clicking a job in the job list will allow you to remove it. If the job is running, it will be automatically aborted.

Changing Settings

OOEMC – Options

Under **Tools/Options** in the menu bar, you can change your settings for working across a network with OOEMC.

Login to the Database

In order to work with OOEMC across a network, you'll have to login to the database.

To do so, in the menu under **Tools/Options** click **Database**

Server Name:

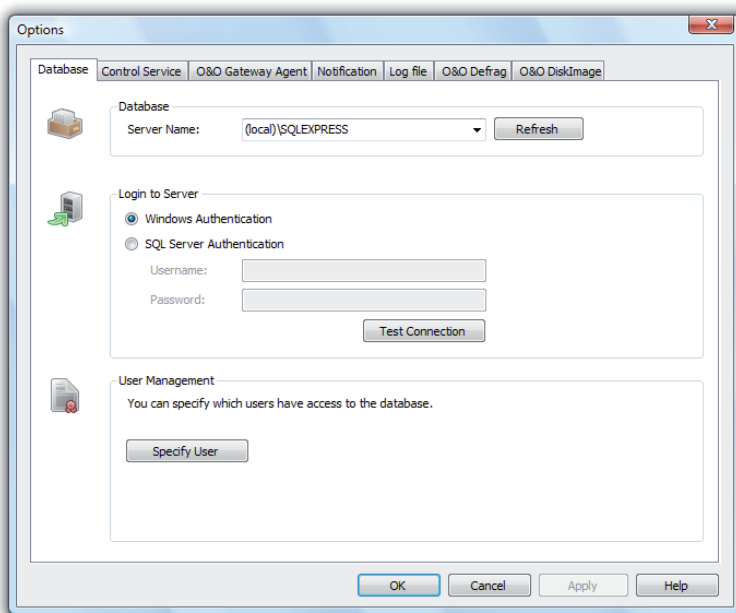
Name of the server on which the SQL database is installed.

Login to Server:

Windows Authentication: user and password of the Windows user will be needed.

SQL Server Authentication:

User data and password that you supplied will be used.



Login to the Database

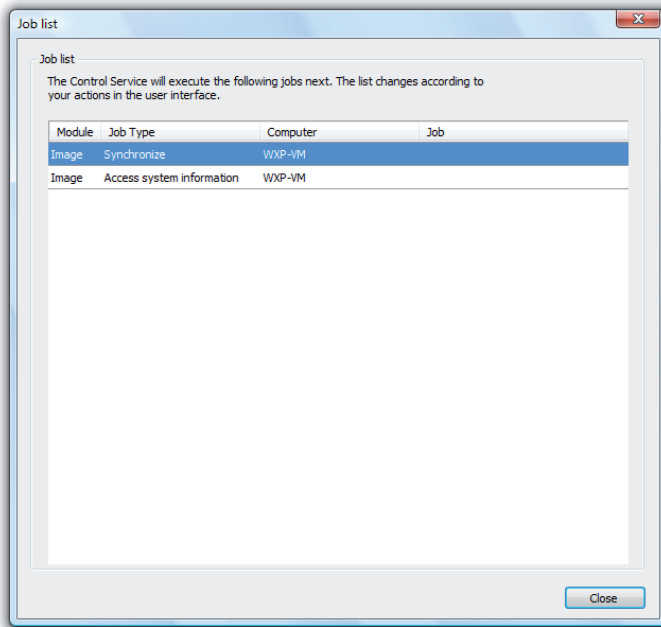
Deleting the database

If you want to delete the database you've been using, click **Maintenance / Repairs** under the **Tools** menu and then click **Delete database**. The Database Wizard will appear at the next start of O&O Enterprise Management Console and using it, you'll be able to create a new database without a problem.

Display job list

The job list can be displayed to give you an overview of all jobs that are being run by the OOEMC Control Service. You can create and edit jobs in the user interface of OOEMC by using the options of the respective module.

- Click Job List in the menu under Tools.



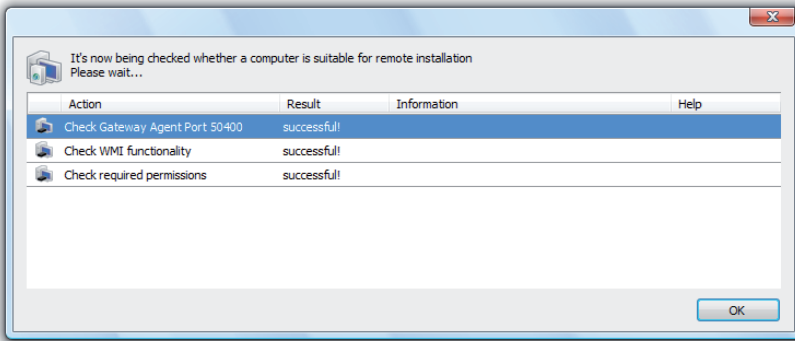
Job List

Remote Installation Check

Before assigning a job to a computer, you can check if all the communication settings with the OOEMC are correct.

- For doing this, right-click a computer in the computer list, or click **Remote Installation Check** in the list of actions.

If the check shows that remote installation is not possible, you can have the Details displayed under Information. Click **Help** to receive a suggestion for solving the problem.



Remote Installation Check

Computer Control Connection

Note:

This function is only available in O&O Defrag!

You can control O&O Defrag on a network server using the user interface over a remote control connection.

To do this, O&O Defrag must already be installed on the target computer. The installation can either be done manually on the computer or take place automatically, if you assign a job to the computer and the subsequent remote installation is successfully completed.

- Click **ComputerControl** in either the tool bar or after right-clicking the relevant computer in the computer list.

User Management

In **User Management** you can specify which users have access to the database.

In the menu Under **Tools/Options/Database**, you can access **User Management**.

Service Options

The interval control for remote installation is fixed and cannot be changed. You can, however, manually set the intervals at which those computers unable to be reached at the starting time should be contacted for collecting reports and assigning jobs.

To do this, under **Tools/Options** click **Control Service**. In the program window you'll be able to set the intervals at which the service should contact the target computer.

SSL Encryption

The SSL encryption guarantees that data will not be able to be read or manipulated during its transfer from computer to service.

You can enable SSL encryption in the menu under **Tools/Options /Control Service**.

Note:

if you use an SSL encryption, Port 50401 must also be opened on the target computer.

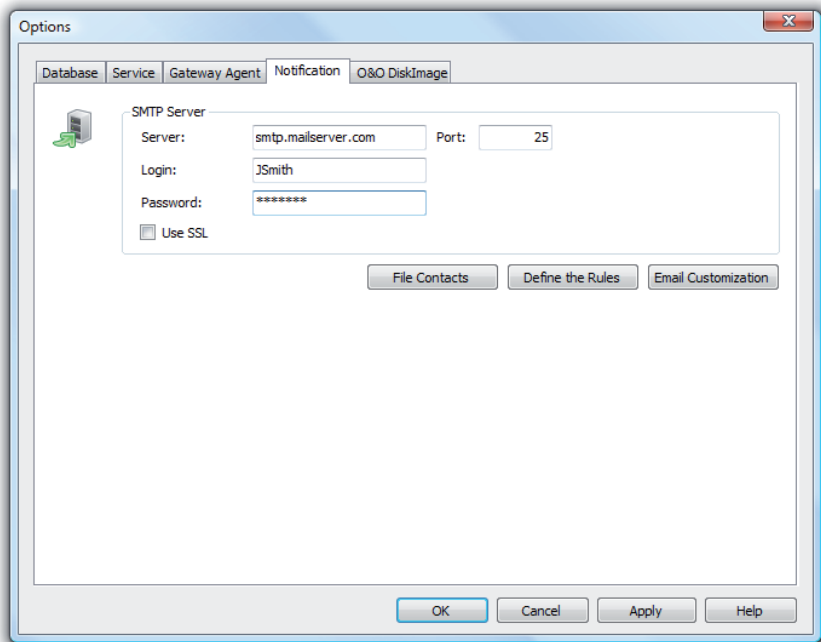
If you're using a firewall from another manufacturer, check with the respective program's Help.

E-mail Notification of Events

You can create a setting to keep you informed of events by E-mail. Contacts can also be created for those who should be contacted for particular events.

You can also define rules such as, if an agent is unable to assign a job, contacts A and B should be informed. The service will thereby send an E-mail to the respective contacts.

You can access the settings for the program's behavior regarding errors, events or warnings in the menu under **Tools/Options/Notification**.

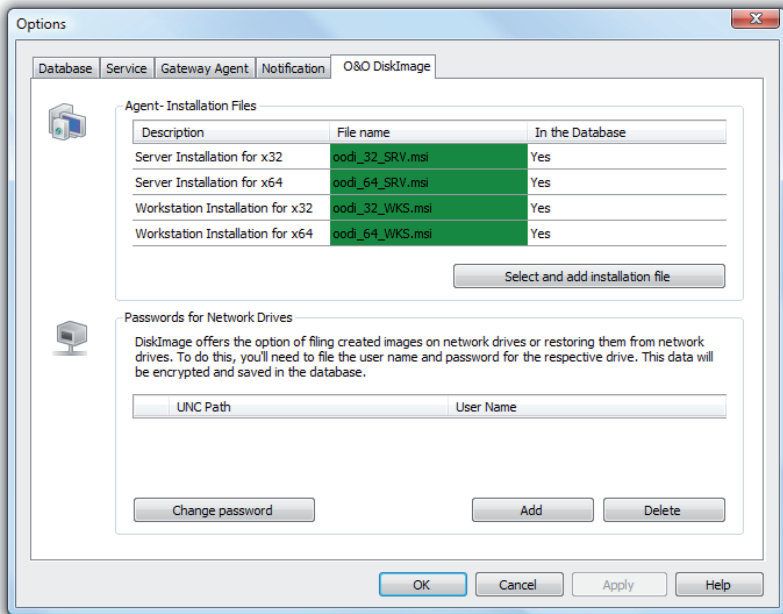


E-mail Notification of Events

Refresh installation of the module

If you're having problems with individual modules or are running a software update, you can take the installation file out of the installation folder and restore it to the database.

1. Under **Tools** select **Options** from the items in the menu.
2. Select the module (e.g., O&O Defrag) you want to refresh and then click **Select and add installation file**.
3. Then select the equivalent *.msi file in the dialogue. The old *.msi will then be replaced.



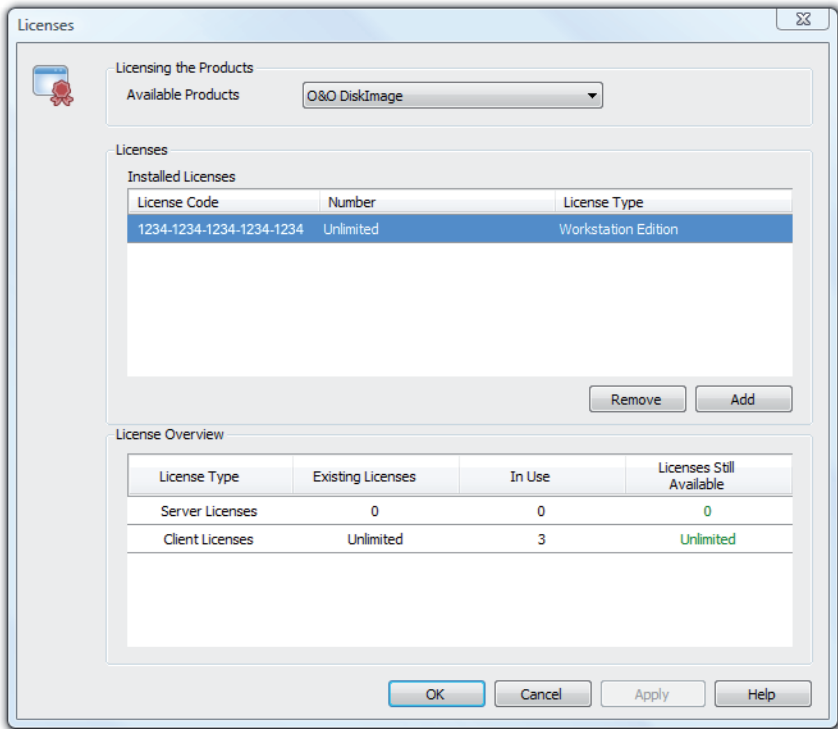
Overview: Installations

Licensing

Licensing gives you an overview of available and used licenses.

- To reach the licensing dialogue, in the menu under **Tools** click **Licensing**.

If all the licenses are being used, you will be able to add additional licenses. Just contact our Sales Department: sales@oo-software.com



Licensing

Maintenance and Repair

If you're using Microsoft SQL Server Express and exceed the database size of 3,5 GB, you will receive warnings from OOEMC. Should this happen, please contact our technical support: support@oo-software.com

Frequently Asked Questions

It's noted in a report that a computer has not been contacted.

There are a number of reasons why the OOEMC Control Agent for assigning a job or remote installation reports that a computer is not available:

- Target computer is turned off.
- You don't have the required administrator permissions on the target computer.
- A firewall on the target computer is blocking access. Open Port 50400 in the Windows Firewall for job allocation. The Ports for "File and Print Sharing" (TCP 139, TCP 445, UDP 137, UDP 138) and the WMI (TCP/135) must be opened for remote installation. See also chapter "Firewalls".

If you're using a firewall from another manufacturer than Microsoft, consult Help in the respective program to learn more.

I can't add a computer to the computer list.

If you're unable to add a computer to the selection, please check the terms of your license. You have possibly reached the maximum number of "clients" available to you. If this is the case, you should either purchase additional licenses or replace some of the computers that you possibly no longer need to manage in the list.

How can I create a job for a site?

Example: Create a job for site using O&O DiskImage.

1. Select a site in the tree structure on the left side of the window. In the window above on the right you can see the folder **Sites**.
2. Select the site you want and click **New/Job** in the **File** menu.
3. Enable your settings in the Job Assistant.

How can I remove a job?

When you no longer need a job, you can remove it by right-clicking the job and then clicking **Remove**. The job will then no longer be run on any computer.

How can I disable a job?

If you don't want a job to be run any more but don't wish to delete it, use the Job Assistant (under **Job-ID**) to remove the check mark next to **Job enabled**. The job will no longer be run but can be enabled again at any time.

How can I see a report?

In every module folder you can find all the reports listed according to date. In the reports themselves you can find information such as status, computer name, action, and date. To view a report, click the one you wish to see in the list. It will then appear in the lower program window.

No computer in the network is found during the computer search.

If no computer appears under **Find Computer**, you might not be registered in the domain or possess the required permissions for reading any domain information. It's also possible that the PDC is disabled.

Support and Contact

Authorized Resellers

For answers to all questions regarding the licensing and purchase of our software products, our authorized reseller partners in over 30 countries stand ready to assist you. Their names and addresses may be found on our website under the 'Purchase' heading. We would also be more than happy to assist you in finding the partner closest to you.

Technical Support

To receive more information about OOEMC, please visit our website, www.oo-software.com, and get the latest information about product developments and support. Also included on our website are regularly updated FAQs and Knowledge Bases that address the most common problems and questions regarding our products.

All registered customers receive installation and product support free of charge for the first 90 days after registration. When contacting our Support Team, please remember to have your registration code available.

In addition, it may be helpful to read the frequently asked questions (FAQ) section of our website before you contact our support department. It is always possible that your specific question or problem may have already been addressed.

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Online Registration

What are the advantages of online registration at O&O?

Online registration gives you the benefit of having your customer data kept safely on our files, which means we can provide you with even better service. This comes in very handy if, for example, you're unable to find the access code to your product. With online registration, a new one can be issued quickly and easily. The access code is needed for making Updates or reinstalling the O&O programs on your computer if it needs to be set-up again.

Further advantages will let you:

- Be supplied with the latest information about our products
- Make free updates on new versions of purchased items (minor updates)
- Upgrade to a new version at a special discount price (major update)
- Obtain support from our Customer Service
- And much, much more...

How does online registration work?

If your O&O program was purchased on our Online Shop then you've automatically registered with us. If it was purchased through a Dealer, you'll be asked during installment if you'd like to register. You then have the option of either registering immediately or at another time. All you'll need is a functioning Internet connection. You may also complete the registration form right here:

www.oo-software.com/home/en/support/register/

Just return the completed online form by clicking "Send" and you'll be eligible to take full advantage of our O&O Customer Service.