

NETOP™

# AssetControl™

IT Asset Management

## Installation Guide

Version 1.2



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Please send any comments to:  
Netop Business Solutions A/S  
Bregnerodvej 127  
DK-3460 Birkerød  
Denmark  
Fax: Int +45 45 90 25 26  
E-mail: [info@netop.com](mailto:info@netop.com)  
Internet: [www.netop.com](http://www.netop.com)

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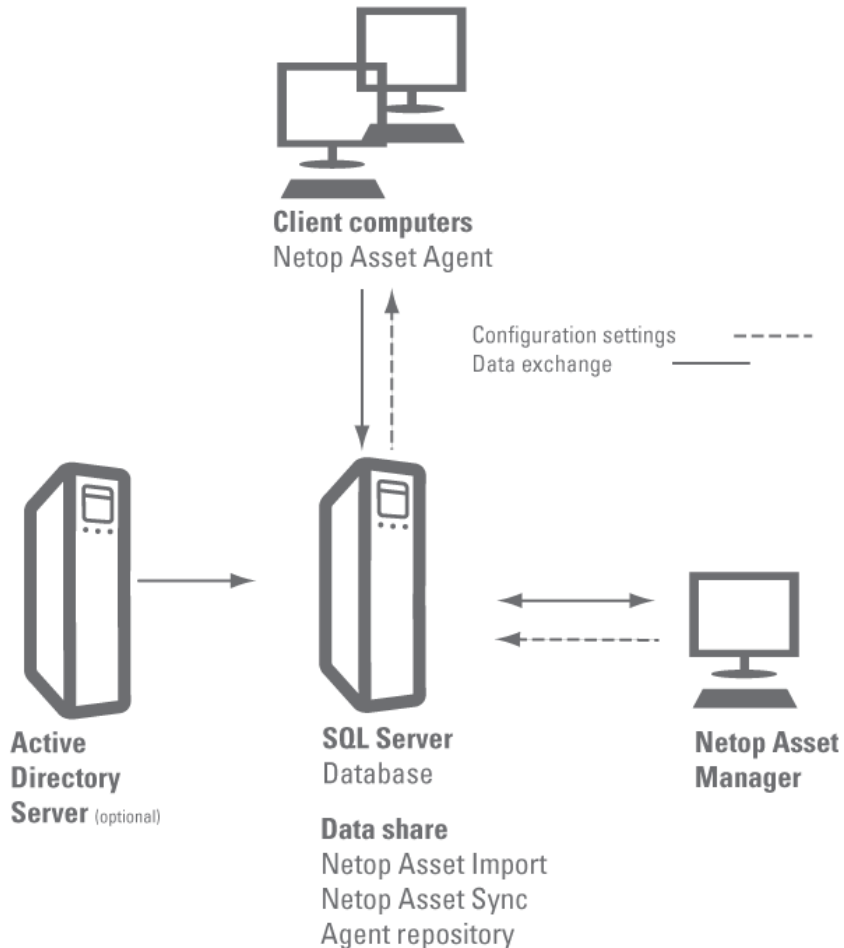
The document is optimized for double-sided printing.

# Contents

<b>1 Overview of Netop Asset Control components.....</b>	<b>2</b>
<b>2 Installation prerequisites .....</b>	<b>4</b>
<b>3 Install Netop Asset Control.....</b>	<b>5</b>
<b>4 Distribute and start Agent.....</b>	<b>9</b>
4.1 Use Group Policy to remotely install and start Agent.....	9
4.2 Manually install and start Agent .....	11
4.3 Install Agent locally .....	12
<b>5 Start Netop Asset Control.....</b>	<b>14</b>
<b>6 Appendix .....</b>	<b>15</b>
6.1 Netop Asset Control database .....	15
6.2 Netop Asset Control data share .....	15
6.3 Netop Asset Agent .....	16
6.4 Redeploy Netop Asset Agent .....	17
6.5 Notes.....	17
<b>Index.....</b>	<b>18</b>

# 1 Overview of Netop Asset Control components

These are the components of a complete Netop Asset Control installation:



Netop Asset Agent

Netop Asset Agent is installed on all PCs and servers to be scanned regularly.

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**Note**

Netop Asset Agent does not necessarily have to be *installed* on a computer for it to be included in an instant scan: a remote scan of a single computer based on computer name or of computers within an IP range can be initiated and run from the Manager without installing any software; refer to the Netop Asset Manager Help for details.

Netop Asset Agent can also be activated from a logon script and thus activated when a computer starts up; refer to [Distribute and start Agent](#) for details.

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The Agent runs as a service and users will not see the Agent nor experience any performance load on their computers.

Each Agent delivers scan data to the scan data folder on the data

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## Overview of Netop Asset Control components

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share. The scan data is subsequently imported from the data share to the central data storage, the SQL Server.

Agents read their configuration settings like for example scan frequency, from the data share.

SQL Server  
and  
data share

The SQL Server is the central storage area and is where the Netop Asset Control database is installed.

The data share is a simple folder structure that contains the collected data from all Agents. In addition to the scan data, the data share also stores Agent configuration settings and log files.

The data share folder also contains the following Netop Asset Control components:

- Netop Asset Engine - service that controls various jobs including Import and Sync.
- Netop Asset Import - manages data import to the database on the SQL Server.
- Netop Asset Sync - handles the synchronization between the SQL Server and the Active Directory Server.

The data share must be located on the same server as the SQL Server.

Netop Asset  
Manager

Netop Asset Manager is the interface to data collected by the Agents.

The Manager imports the scan data from the Netop Asset Control database on the SQL Server and presents data about hardware and software.

The Manager is also the interface to configuring how the Agents work: scan frequency and other Agent settings are defined from the Manager, saved in the configuration folder and refreshed at a configurable interval.

Active  
Directory  
Server

An Active Directory (AD) Server is not required for running Netop Asset Control but if Active Directory has already been implemented and is operational on one or more servers in the company, Netop Asset Control can use the Active Directory information and offer, for example, data filtering on organizational unit.

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### Note

The arrows between the components in the illustration symbolize both transfer of configuration settings, for example from Netop Asset Manager to the data share and to Agents, and normal data flow from Agents to the data share and then to SQL Server.

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# 2 Installation prerequisites

Below table lists the prerequisites for installing Netop Asset Control.

Microsoft SQL Server 2005 or 2008 with Reporting Services	<p>A fully functional Microsoft SQL Server 2005 or 2008 with Reporting Services (IIS) and the most recent Service Pack must be available for installing the Netop Asset Control database. SQL editions supported include Express (with advanced services), Web, Workgroup, Standard and Enterprise.</p> <p>The computer must run Microsoft Windows NT operating system (or later).</p>
Microsoft .NET Framework version 2.0	<p>The computers running Netop Asset Manager and Netop Asset Agent must have Microsoft .NET Framework version 2.0 or higher installed. Only the runtime and associated files required to run applications developed to target the .NET Framework are required.</p> <p>If these components are not already on the computers, the redistributable package can be downloaded from the Microsoft .NET home page (<a href="http://www.microsoft.com/net/">http://www.microsoft.com/net/</a>)</p>

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### Note

The user who is handling the installation must have the appropriate access rights, including permission to

- Create a user in Active Directory.
  - Create a database on the SQL Server.
  - Create a share with folder and files on the File Server.
  - Create folders and install files on the Netop Asset Manager computer.
-

### 3 Install Netop Asset Control

To have a fully functional Netop Asset Control system, you need to install the following components:

- Netop Asset Manager
- Netop Asset Control server components and database
- Netop Asset Agent

When you are installing Netop Asset Control for the first time, you begin by installing and starting up Netop Asset Manager. Once you start up Netop Asset Manager, a wizard will automatically open and lead you through the necessary steps to handle installing the database and the server components.

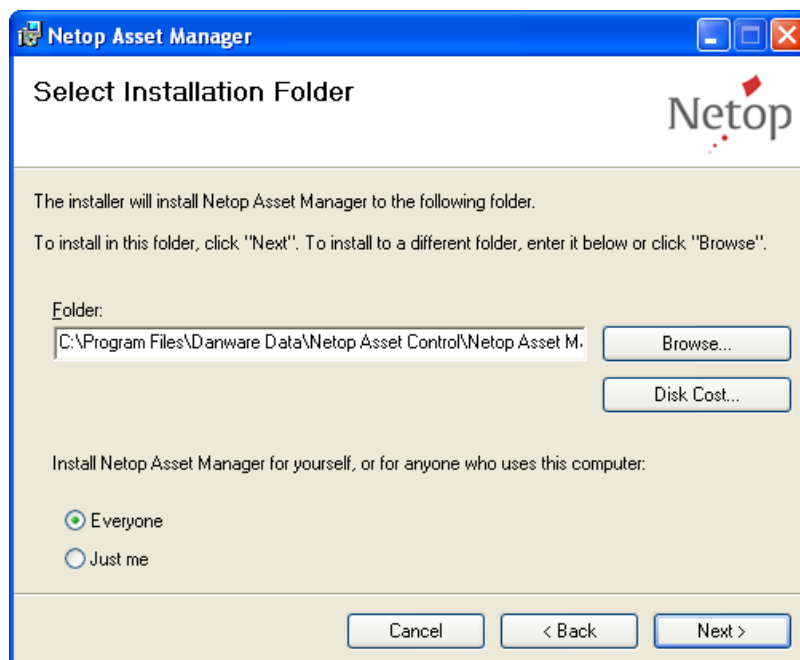
When these components have been installed, Netop Asset Manager is started again and the remaining setup can be completed.

#### Note

Netop Asset Agent is not handled by the installation wizard. For information about distributing the Agent, see [Distribute and start Agent](#).

#### Installation sequence

1. On the computer you want to use as Netop Asset Manager, start the installation program called **NetopAssetManager.msi**.
2. In the installation wizard pages, select installation folder and choose whether this program is to be used by you only or by others as well.



3. Start Netop Asset Manager from Windows' **Start** menu when the installation is complete.

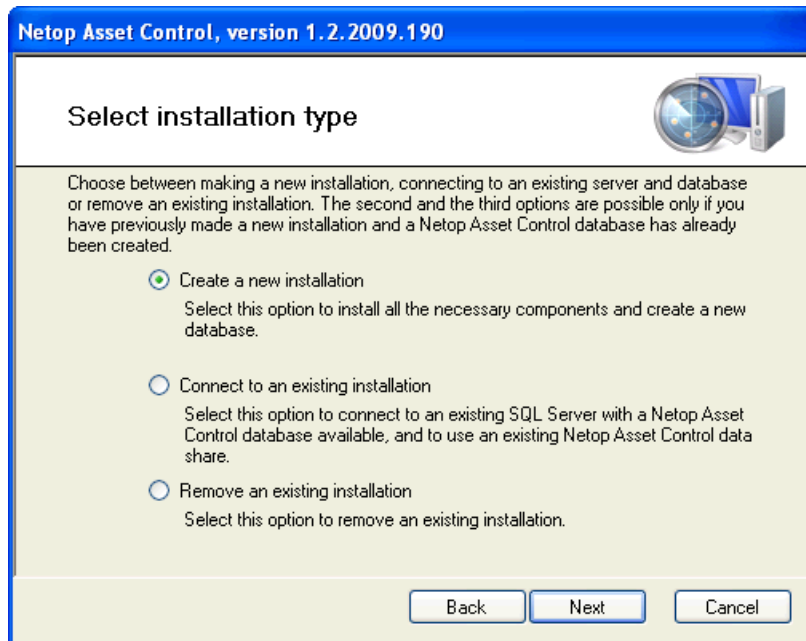
When Netop Asset Manager opens, a wizard to complete the installation and make the

## Install Netop Asset Control

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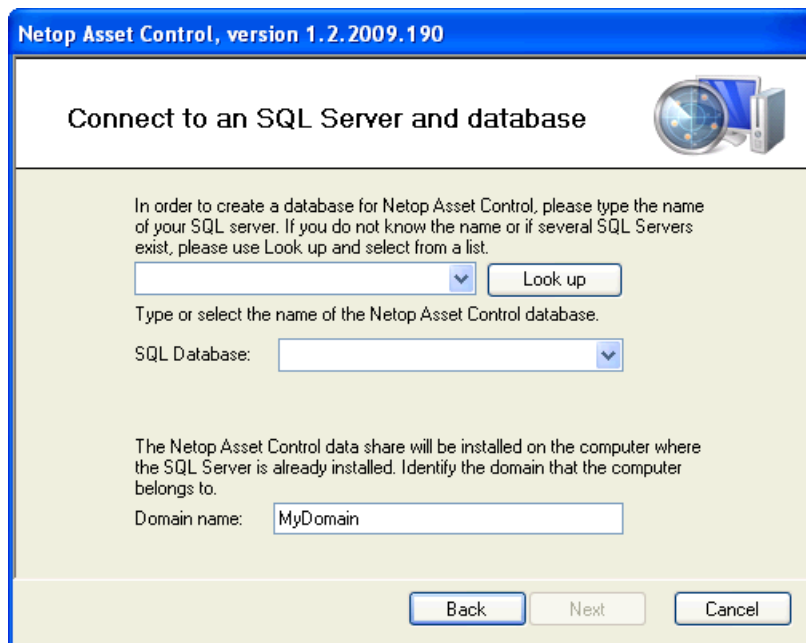
required setup automatically starts. Click **Next** on the welcome page to continue installing and setting up Netop Asset Control.

4. On the **Select installation type** page, click **Create a new installation** to install and set up the Netop Asset Control components.



The screenshot shows the 'Select installation type' page of the Netop Asset Control installation wizard. The title bar reads 'Netop Asset Control, version 1.2.2009.190'. The main heading is 'Select installation type'. Below the heading is a globe icon. The text explains that users can choose between creating a new installation, connecting to an existing server and database, or removing an existing installation. Three radio buttons are present: 'Create a new installation' (selected), 'Connect to an existing installation', and 'Remove an existing installation'. Each option has a brief description. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons.

5. On the **Connect to an SQL Server** page, type the name of an existing SQL Server, type the name that you want to use for the new Netop Asset Control database, and type the name of the domain that the SQL Server belongs to.



The screenshot shows the 'Connect to an SQL Server and database' page of the Netop Asset Control installation wizard. The title bar reads 'Netop Asset Control, version 1.2.2009.190'. The main heading is 'Connect to an SQL Server and database'. Below the heading is a globe icon. The text explains that users need to type the name of their SQL server or use the 'Look up' button. There is a text input field for the SQL server name and a 'Look up' button. Below that, it says 'Type or select the name of the Netop Asset Control database.' and there is a dropdown menu for the 'SQL Database'. At the bottom, it says 'The Netop Asset Control data share will be installed on the computer where the SQL Server is already installed. Identify the domain that the computer belongs to.' and there is a text input field for the 'Domain name' with 'MyDomain' entered. At the bottom, there are 'Back', 'Next', and 'Cancel' buttons.

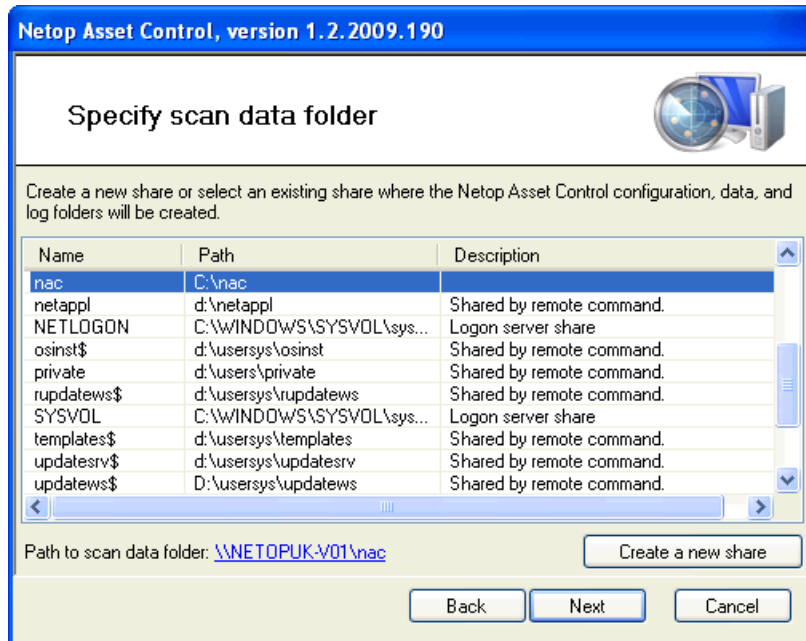
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### Tip

If you cannot recall the precise name of the SQL Server, click the **Look up** button to have the wizard scan the network for available SQL Servers.

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6. On the **Specify Scan data folder** page, create a new share or select an existing one.



The share is used to store components and associated files including Agent inventory scans and log data.

If you create a new share, a new dialog box opens where you can type a suitable name and a description.

On the following page, you can see and confirm the settings you made.

When you click **OK**, the following happens:

- The new share is created - if you chose to create new rather than use an existing.
- A group is created in the Active Directory with the same name as the Netop Asset Control database. This means that users merely need to be members of this group to have the appropriate access rights.
- The folder structure is created on the share; please refer to the [Appendix](#) for details.
- The Netop Asset Control database is created.
- The reports are installed.

When the **Congratulations!** page opens and you click **Finish**, the Netop Asset Control installation is complete.

However, before you can start using Asset Control, you must provide your license codes for the Asset Manager and Asset Import (this determines how many Agents can be used in the database). Each license code is about 60 characters long so it is advisable to copy and paste the codes. Once the codes are validated, Netop Assent Manager can be used.

All that remains now is to distribute the Agent to client computers, see [Distribute and start Agent](#).

## Install Netop Asset Control

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### Install a new manager and connect to an existing database

If you have previously installed and used Netop Asset Control and subsequently install a new version of Netop Asset Manager, the wizard to complete the required setup automatically starts when you first start Netop Asset Manager. Click **Next** on the welcome page to continue the setup.

1. On the **Select installation type** page, click **Connect to an existing** to connect to an existing SQL Server and Netop Asset Control database.
2. On the **Connect to an SQL Server** page, select the name of an existing SQL Server and select the name of an existing database. Remember to select the **Upgrade an existing installation** check box if you wish to upgrade the current Asset Control database and associated files.

Netop Asset Manager now displays data from an existing database.

### Remove an existing installation

If you wish to remove an existing installation, select **Remove an existing installation** from the setup wizard. If you have already installed the Asset Manager, select **Run setup wizard** from the **Tools** menu to access the setup wizard again.

1. On the **Select an existing installation** page, select the SQL Server and Asset Control database that you want to uninstall and click **Next**.
2. On the **Summary** page, you will receive confirmation of the Asset Control database that you have selected to remove. This option will also remove the data share and the Asset Engine service from the SQL Server. You will require administrative privileges to perform this action. Click **Next** to confirm.

## 4 Distribute and start Agent

For the Agent to run regular scans the Netop Asset Agent needs to be physically located on the client computers. On the client computers the Agent can be installed as a [service](#) and run at intervals defined in Netop Asset Manager, for example once every day or once every 6 hours. Or the Agent can be started from a script, for example the logon script, so that the client computer is scanned each time a user logs on.

Netop Asset Agent consists of a single, small file, called NetopAssetAgent.exe. The file can be distributed and installed to client computers in a number of different ways, depending on company processes and preferences. We recommend that you deploy using Group Policy in Active Directory and the section [Use Group Policy to remotely install and start Agent](#) describes the required steps in the process.

If remote installation using Group Policy is not a viable option, you can use any method to distribute the Agent to the client computers. When NetopAssetAgent.exe is located on the client computers, you can install the Agent or start a scan from a command line. Like other commands executed from a command line, the commands to install or start could also be included in a login script. The section [Manually install and start Agent](#) describes these options.

If using Group Policy is not possible and you also do not want to install the Agent from a command line, a third alternative is to run the Agent installation program locally on each client computer. The section [Install Agent locally](#) describes the Agent installation program.

### See Also

For a list of available parameters for NetopAssetAgent.exe, refer to [Netop Asset Agent details](#).

For more information about services and service user accounts, refer to <http://msdn.microsoft.com>, specifically [http://msdn.microsoft.com/en-us/library/ms685141\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/ms685141(VS.85).aspx).

To learn about the scan cycle, refer to [Netop Asset Control data share](#).

### 4.1 Use Group Policy to remotely install and start Agent

To deploy using Group Policies, you use the standard MSI and create a customized MST which contains your preferred Netop Asset Control options. The customized files are then deployed through Group Policies in Active Directory and consequently available on client computers when users log on. You can use the Netop Pack'n Deploy utility to create a customized MST.

#### Create a customized MSI and MST file and place it on a public share

1. Start Netop Pack'n Deploy.
2. On the **MSI** tab, add NetopAssetAgent.msi in the **Original MSI File** field, and specify an output folder for the customized MSI.

We recommend that you place the output folder in a central location which all the target client computers can access.

3. On the **Properties** tab, add three new properties and leave the other values with their default settings.

The new properties are: SCANDATAFOLDER, LOGFILEFOLDER and LOGLEVEL.

## Distribute and start Agent

SCANDATAFOLDER	is the path to the share you created as part of the installation process, for example \\WIN03SRVSANDBX\MyOwnShare\inbox
LOGFILEFOLDER	is the path to the share where the log files will be stored, for example \\WIN03SRVSANDBX\MyOwnShare\log
LOGLEVEL	is an option that lets you decide how much information should be logged in the above log file, for example, standard, detailed or no information at all.  Standard=0  Detailed=1  No log=2

4. Click **Build** to create an MSI and MST file in the output folder and then close down Netop Pack'n Deploy.

Now you have a customized MSI and MST file ready for remote installation using Group Policy.

### Create a group policy object to use to distribute the MSI

1. Start the Active Directory Users and Computers snap-in. To do this, click **Start**, point to **Administrative Tools**, and then click **Active Directory Users and Computers**. Note that the exact path may vary depending on your operating system.
2. In the console tree, right-click your domain, and then click **Properties**.
3. Click the **Group Policy** tab, and then click **New**.
4. Type a name for this new policy, and then press ENTER.
5. Click **Properties**, and then click the **Security** tab.
6. Click to clear the **Apply Group Policy** check box for the security groups that you want to prevent from having this policy applied.
7. Click to select the **Apply Group Policy** check box for the groups that you want this policy to apply to.
8. When you are finished, click **OK**.

Now you have created a new group policy to use to distribute the MSI, and made sure that the policy is applied to the appropriate groups.

### Assign the MSI and MST to the policy

1. In the Active Directory Users and Computers console tree, right-click your domain, and then click **Properties**.
2. Click the **Group Policy** tab, select the group policy object that you created in the previous step, and then click **Edit**.
3. Under **Computer Configuration**, expand **Software Settings**.
4. Right-click **Software installation**, point to **New**, and then click **Package**.
5. In the **Open** dialog box, type the full Universal Naming Convention (UNC) path of the shared MSI installer package that you want. For example, \\server\share\NetopAssetAgent.msi.

**Important** If you choose to use the **Browse** button to access the location, make sure that you use the UNC path (by using **My Network Places**) rather than a mapped drive location to the output folder that contains the shared installer package.

6. Click **Open**.
7. Click **Advanced**, and then click the **Modifications** tab. Click **Add** and select the MST file associated with your MSI installer package, for example, `\server\share\NetopAssetAgent.mst`. Click **OK** and the package is listed in the right pane of the **Group Policy** window.
8. Close the **Group Policy** snap-in, click **OK**, and then quit the Active Directory Users and Computers snap-in.

When the client computers start, the managed software package is automatically installed as a service and started.

### Tip

If you need to redeploy the Agent later, for example if you upgrade or modify the MSI, this can conveniently be done using Group Policy. For details, refer to [Redeploy Netop Asset Agent](#).

## 4.2 Manually install and start Agent

If using Group Policy to remotely install Netop Asset Agent is not possible, the Agent must be distributed to the client computers in some other way. This can be in a logon script or any other way that you normally distribute files or updates on the company network, for example using Microsoft Systems Management Server.

When the Agent is physically located on client computers, it can be installed as a service and run at intervals defined in Netop Asset Manager. The way to do this is described in the section "Install Netop Asset Agent as a service" below.

If you do not want to install the Agent as a service but just want to run it, for example, when a client computer starts, this is also possible. The way to do this is described in the section "Start Netop Asset Agent from a script" below.

When the Netop Asset Manager has been installed, the `NetopAssetAgent.exe` file is located in the Netop Asset Manager folder. Depending on the operating system, this could for example be `C:\Program Files\Danware Data\Netop Asset Control\Netop Asset Manager`.

### Install Netop Asset Agent as a service

On the client computer the agent software can be installed as a service and then started using this command:

```
NetopAssetAgent /o=\\MyServerName\MyShareName\inbox /install
```

where `\\MyServerName\MyShareName\inbox` must be the path to the share you created as part of the installation process, for example `\\WIN03SRVSANDBX\MyOwnShare\inbox`.

### Tip

Use the service user account **LocalSystem** to install Netop Asset Agent.

## Distribute and start Agent

### Start Netop Asset Agent from a script

If you prefer not to have Netop Asset Agent installed as a service but want to activate a scan as part of the computer's logon script, the same command as above is used but *without* the /install parameter, for example:

```
NetopAssetAgent /o=\\MyServerName\MyShare\inbox
```

### See Also

For a list of available parameters for NetopAssetAgent.exe, refer to [Netop Asset Agent details](#).

For more information about services and service user accounts, refer to <http://msdn.microsoft.com>, specifically [http://msdn.microsoft.com/en-us/library/ms685141\(VS.85\).aspx](http://msdn.microsoft.com/en-us/library/ms685141(VS.85).aspx).

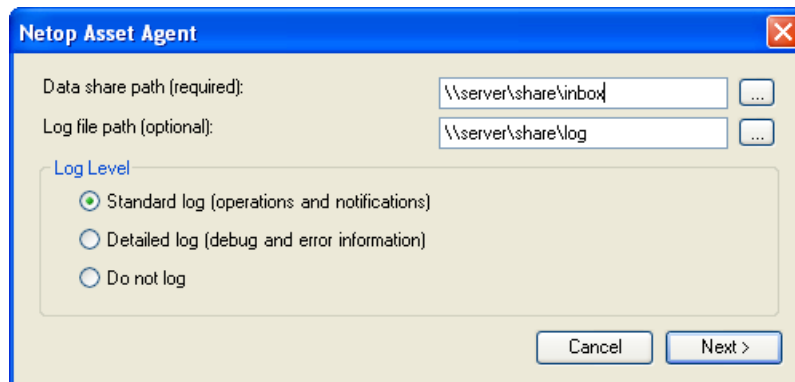
To learn about the scan cycle, refer to [Netop Asset Control data share](#).

## 4.3 Install Agent locally

Installing the Agent locally means that you run the Agent installation program on all client computers.

First, make sure that the Agent installation program is available to all client computers in a central location which all the target client computers can access.

1. Start the installation program called **NetopAssetAgent.msi**.
2. On the second installation wizard page, select installation folder and click **Next**. On next page confirm that you want to start the installation.
3. As part of the installation, specify path to data share, path to log file and determine how much information you want to log when the system is operational.

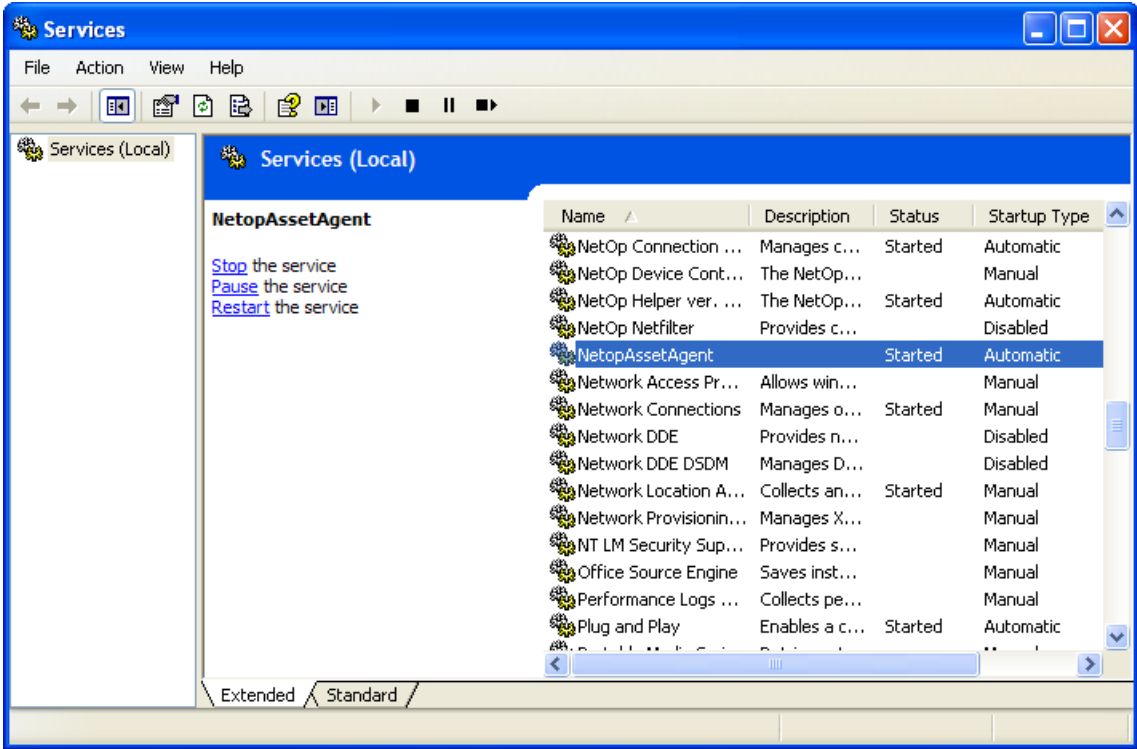


Data share path	is the path to the share you created as part of the installation process, for example \\WIN03SRVSANDBX\MyOwnShare\inbox
Log file path	is the path to the share where the log files will be stored, for example \\WIN03SRVSANDBX\MyOwnShare\log
Log level	is an option that lets you decide how much information should be logged in the above log file.

4. On the **Installation Complete** wizard page, click **Close** to complete the installation.

The Agent is now installed and runs as a service. You can verify this from Windows'

Services:



# 5 Start Netop Asset Control

When Netop Asset Manager has been started and when Netop Asset Agent has been distributed and is running on all client computers, Netop Asset Import must be running on the SQL Server to have the data that the Agents collect imported from the scan data folder to the database.

Netop Asset Import is automatically enabled as part of the installation. Use the SQL Server Management Studio to verify that the SQL job is active. By default, the Netop Asset Import job runs every minute although the schedule can be changed using the SQL Server Management Studio.

To have Active Directory information synchronized with the SQL database, Netop Asset Sync must also be enabled. The Active Directory synchronization is not required but is enabled upon installation. By default, the Netop Active Sync job runs once every 24 hours although the schedule can be changed using the SQL Server Management Studio.

## 6 Appendix

The following sections describe details about the Netop Asset Control components that might be useful to know but are not necessary to install and set up the system.

### 6.1 Netop Asset Control database

The Netop Asset Control database holds these types of data:

- Master data: information about computers and printers.
- Products data: information about installed software.
- Licenses: information about acquired licenses.

The first two types of data are based on scanned information whereas the license information has to be entered manually.

### 6.2 Netop Asset Control data share

The data share is the collection point for data from all Agents. In addition to the scan data, the data share also stores agent configuration settings and log files.

#### Scan cycle - overview

1. When Netop Asset Agent has completed a scan on a client computer, the scan results are committed to a local .xml file

A second .xml is also generated and this file name includes the term "delta". This file will contain only the changes when compared with the original .xml file and will therefore improve performance when generating and uploading subsequent scans.

When the Agent runs as a service, a third .xml file with the term "ps" is created. This file contains running processes and is used to help measure software usage.

The file name is constructed from the computer name and the name of the domain that the computer belongs to.

2. Netop Asset Agent copies the relevant .xml files to the inbox on the data share. Only the "delta" and/or "ps" file will appear in the central inbox.
3. The SQL Server job called Netop Asset Import is used to process the .xml files and imports the data into the SQL database. By default, this job runs every minute.

#### Overview of files and folders

config	Folder that holds global .ini file, NetopAssetAgentConfig.ini.
inbox	Folder where the Agents deliver their .xml files and Netop Asset Import takes them for import into the SQL database. This folder is called "Scan data folder" in Netop Asset Manager.  The scan data files are deleted when they have been imported to the SQL database.
Log	Folder that holds the log file import log file.

rejected Folder that holds rejected scan data files. Rejected files are moved from the Inbox folder to the rejected folder and remain until they are manually removed'

### 6.3 Netop Asset Agent

Below is a list of available parameters for NetopAssetAgent.exe.

The only required parameter is /o= to specify where the scan data folder is located. The other parameters are optional.

<p>/o=&lt;path to scan data folder&gt;</p>	<p>For example:</p> <pre>NetopAssetAgent /o=\\MyServerName\MyShare\inbox</pre> <p>Initially the scan data files are created in folder where the NetopAssetAgent.exe file is located. These files are subsequently copied to the scan data folder.</p> <p>The files are in .xml format.</p>
<p>/l=&lt;path to the log file&gt;</p>	<p>For example:</p> <pre>NetopAssetAgent /o=\\MyServerName\MyShare\inbox /l=c:\temp\logs</pre> <p>By default log files are saved in the folder where the NetopAssetAgent.exe is located. Use the /l= parameter to change the default.</p>
<p>/q</p>	<p>For "quiet" mode which means that no logs are generated at all. For example:</p> <pre>NetopAssetAgent /o=\\MyServerName\MyShare\inbox /q</pre>
<p>/d</p>	<p>For "debug" mode which means that an extensive log file is generated. For example:</p> <pre>NetopAssetAgent /o=\\MyServerName\MyShare\scan data folder /d</pre>
<p>/install</p>	<p>Install the application as a service. For example:</p> <pre>NetopAssetAgent /o=\\MyServerName\MyShare\inbox /install</pre> <p><b>Tips</b></p> <p>You can verify that the Agent has in fact been installed as a service and is running in a number of ways:</p> <ul style="list-style-type: none"> <li>• A log file named NetopAssetAgent.InstallLog has been created in folder where NetopAssetAgent.exe is located and the log file reports that the agent has been successfully installed as a service.</li> </ul>

	<ul style="list-style-type: none"> <li>• NetopAssetAgent is listed as a service in Windows Computer Management.</li> <li>• NetopAssetAgent is listed in Windows registry under HKEY_LOCAL_MACHINE.</li> </ul>
/uninstall	<p>Uninstall the service. For example:</p> <pre>NetopAssetAgent /o=\\MyServerName\MyShare\inbox /uninstall</pre>

## 6.4 Redeploy Netop Asset Agent

If you want to redeploy Netop Asset Agent, for example if you upgrade or modify the MSI, you can use Group Policy in almost the same way you remotely installed the Agent.

### To redeploy an MSI once you have an updated MSI file

1. To update the original Netop Asset Agent distribution package, simply copy the new NetopAssetAgent.msi file to your output directory.
2. Start the Active Directory Users and Computers snap-in. To do this, click **Start**, point to **Administrative Tools**, and then click **Active Directory Users and Computers**. Note that the exact path may vary depending on your operating system.
3. In the console tree, right-click your domain, and then click **Properties**.
4. Click the **Group Policy** tab, click the Group Policy object that you used to deploy the package, and then click **Edit**.
5. Expand the **Software Settings** container that contains the software installation item that you used to deploy the package.
6. Click the software installation container that contains the package.
7. In the right pane of the **Group Policy** window, right-click the program, point to **All Tasks**, and then click **Redeploy application**. You will receive the following message:

Redeploying this application will reinstall the application everywhere it is already installed. Do you want to continue?
8. Click **Yes**.
9. Quit the Group Policy snap-in, click **OK**, and then quit the Active Directory Users and Computers snap-in.

When the client computers start, the managed software package is automatically installed as a service and started.

## 6.5 Notes

**service** A service is an executable program that runs in the background. A service is different from other programs in several ways, for example: services are not run interactively and services run even when no one is logged in to the machine.

# Index

•  
.NET 4

## A

agent 9, 16

## C

client computer component 16  
collect data 9  
components 2

## D

data 15  
data share 15  
database 15  
distribute agent 9  
download .NET 4

## F

folders on server 5

## I

install 5  
install overview 2

## O

overview 2

## P

prerequisites 4

## R

requirements 4

## S

scan agent 9, 16  
scan data folder 5  
server components 15  
service 17  
share 5, 15  
SQL Server 4  
start 14

## T

technical requirements 4  
types of data 15