

# Wyse™ Rapport® Management Software Quick-Start Guide

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**WYSE**  
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# Wyse™ Rapport® Management Software Quick-Start Guide

Rapport Management software is the premier enterprise solution for managing networked intelligent devices simply, remotely, and securely. Rapport software enables IT professionals to easily organize, upgrade, control, and support thousands of CE, Linux, NTe, or XPe devices across any LAN, WAN, or wireless network.

Rapport software uses HTTP communications and a component-based architecture; Rapport software manages your networked devices most efficiently. Rapport software operates as a snap-in to the Microsoft Management Console (MMC) to offer an intuitive, simple, and powerful user interface.

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## About Rapport Software

Rapport software allows you to:

- **Discover and then organize your devices into functional groups**  
Regardless of their physical or network location, Rapport software gives you a powerful Device Manager to organize your devices according to the functional criteria that make the most sense to your organization.
- **Update your devices with new applications, images, and configurations**
- **Schedule device updates**  
Schedule device updates immediately, at a predetermined time, or when your device next boots (provided it supports Preboot EXecution Environment (PXE)).
- **Build and administer libraries**  
Build and administer a library of software, images, and configuration updates for distribution to specified device groups in your enterprise.
- **View and modify device information**  
View and modify device information to generate useful log and device reports.
- **Customize with complete control**  
Rapport scripting language gives you complete control to customize the software, images, and settings that you can distribute to your devices.

## Related Online Resources Available at Wyse

Information on Wyse™ Rapport® Management Software can be found at:  
<http://www.wyse.com/products/software/rapport/index.htm>.

The Knowledge Base Portal can be found at:  
<https://is.nohold.net/config/configscripts/login.asp>.

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## Setting Up Your Environment to Use Rapport Software

Before installing Rapport software, ensure that your network and server meet the following system, third-party, and port requirements.

### System Requirements

Any one of the following operating systems is required:

- Windows 2000 Professional (SP3 or higher)
- Windows 2000 Server (SP3 or higher)
- Windows 2000 Advanced Server (SP3 or higher)
- Windows XP Professional

Ensure that your system has the minimum system requirements shown in Table 1:

**Table 1 Minimum system requirements**

Requirement	Minimum	Recommended
Clock Speed	700 MHz	2 GHz
Memory	256 MB	512 MB
Minimum Free Space	500 MB	720 MB



#### Note

The actual free space required depends on the number and size of the packages you register as well as the number of devices you will be managing (the Rapport Database size). This minimum space assumes the Rapport Database and packages consume 500 MB.

### Third-Party Software Requirements

Rapport software uses third-party software to operate properly. During installation, Rapport software checks the system to determine whether the third-party components are present. If they are not, Rapport software indicates which components are missing. Some of the third-party software is available on the Rapport installation CD. The other software is available from your OS CD-ROM or from the network location for your system files (often grouped under the I386 folder).

Rapport Management Software uses the following third-party software:

- **Microsoft Data Access Components (MDAC) version 2.8**  
Microsoft Data Access Components (MDAC) is the key technology that enables Universal Data Access. Data-driven, client/server applications deployed over the Web or a LAN can use these components to integrate information from a variety of relational

(SQL) and non-relational sources. These components include Microsoft ActiveX Data Objects (ADO), OLE DB, and Open Database Connectivity (ODBC).

**Note**

Although Rapport Management Software requires MDAC 2.7, it is recommended to use MDAC 2.8. Rapport Management Software 4.4 installs MDAC 2.8 if it is not already present.

- **Microsoft Internet Explorer 5.5**  
The MDAC installation requires Microsoft's Internet Explorer (IE) 5.5 or later. In addition, IE 5.5 enables the Visual Basic components used by the Rapport installation wizard and the Rapport Help File.
- **SQL Server 2000/Microsoft Data Engine (MSDE 2000)**  
The Rapport SQL Database can be installed into an existing installation of SQL Server 2000 or it can be attached to an instance of MSDE 2000.

## About the Desktop Engine

The Desktop Engine is a distributable version of the MS SQL Server relational database engine. To learn more about the Desktop Engine, refer to the Rapport Help File.

## About MS SQL Server

Rapport software supports the following MS SQL Server 2000 versions:

- SQL Server 2000 Personal Edition
- SQL Server 2000 Developer Edition
- SQL Server 2000 Desktop Engine (also known as MSDE)

**Note**

By default, Rapport software installs MSDE 2000. To use an SQL Server 2000 Personal Edition or an SQL Server 2000 Developer Edition, you must perform a Custom installation (for custom installation procedures, refer to "Custom Installation" on page 8).

## Port Requirements

To perform their full range of management functions, Rapport components require certain ports to remain open on your servers, routers, and switches. Table 2 lists the ports Rapport software uses and describes the respective communication protocols and their function.

**Table 2 Port requirements**

<b>Rapport Component</b>	<b>Protocol</b>	<b>Port</b>	<b>Function</b>
GUI	Hyper-Text Transfer Protocol (HTTP)	80 280	Communicate with the Web Service and Standard Service.
	File Transfer Protocol (FTP)	21	Register new packages into the Master Software Repository.
	Open Database Connectivity (ODBC)	1433	Communicate with the Rapport Database.
	VNC	5500 5800 5900	Remote shadows devices.
Web Service	Hyper-Text Transfer Protocol (HTTP)	80 280	Communicate with the Web Agent, the GUI, and the Standard Service.
	Open Database Connectivity (ODBC)	1433	Communicate with the Rapport Database.
Web Agent	Hyper-Text Transfer Protocol (HTTP)	80 280	Communicate with the Web Service.
	File Transfer Protocol (FTP)	21	Read and write files to the Master and Remote Software Repositories.
Standard Service	Open Database Connectivity (ODBC)	1433	Communicate with the Rapport Database.
	Hyper-Text Transfer Protocol (HTTP)	8008	Communicate with the GUI and Web Service.
Standard Service and SNMP	Universal Datagram Protocol (UDP)	161 162 161	Communicate and manage devices that have SNMP running as a service.
	Transmission Control Protocol (TCP)		Discover devices using IP Range Walking.

**Table 2 Port requirements, Continued**

<b>Rapport Component</b>	<b>Protocol</b>	<b>Port</b>	<b>Function</b>
Standard Service and PXE	Dynamic Host Communication Protocol (DHCP)	67 68 4011	Process UDP requests from PXE-enabled devices to the Standard Service.
	Trivial File Transfer Protocol	69	Download bootable image to enable management processing.
	Hyper-Text Transfer Protocol (HTTP)	80	Communicate with Web Service regarding actions and status of current task.
	File Transfer Protocol (FTP)	21	Download and upload files to Master and Remote Software Repositories.
Standard Service and legacy support for older Rapport Agents	Universal Datagram Protocol (UDP)	44956 44957	Discover devices (using subnet directed broadcasts) that have older Rapport Agents (5.0.0.x and earlier) installed.
	Transmission Control Protocol (TCP)	44955	Discover devices using IP Range Walking. Upgrade devices that have an older Rapport Agent (5.0.0.x and earlier) installed.

### Port Requirements for HTTP

Rapport software relies on the HTTP communications port designated by your Web service (for example, Microsoft Internet Information Service) for push operations. Push refers to operations initiated by Rapport software and sent (pushed) to devices.

Push operations include:

- Issuing quick device commands (such as Refresh Device Information, Reboot, Change Device or Network Information, Get Device Configuration, and so on)
- Distributing packages at a specific time (either immediately or at a specific date and time)



#### **Note**

Typically, port 80 is designated as the HTTP port. However, if port 80 (or the designated HTTP port) is closed, Rapport software will be unable to push updates or quick commands to devices.

---

## Installing Rapport Management Software

Wyse Rapport software uses five major components to deploy its management functions, and gives you complete control over the devices in your network.

The Rapport components are installed in the following order:

**1. Database**

The Database stores and provides access to all of the information for device management, including logging, packages, user data, and Remote Software Repository information.

**2. Software Repository**

The Software Repository stores Rapport packages.

**3. Web Services**

Web Services uses HTTP to enable push and pull communications to devices equipped with the Rapport Web Agent.

**4. Standard Services**

Standard Services allows Rapport software to:

- Manage devices through the Simple Network Management Protocol (SNMP) if SNMP runs as a service on the device.
- Execute pre-boot management functions on devices that support the Preboot Execution Environment (PXE).
- Upgrade older Rapport Web Agents (5.0.0.x) to the new Rapport Web Agent.

**5. User Interface**

The User Interface allows you to perform all device-management functions and provide visual feedback to your operations.

### About the Rapport Installation Wizard

The Rapport installation wizard automatically detects and helps you perform a new installation or an upgrade installation of the Rapport software.

#### New Installation

If you launch the Rapport installation wizard on a system without Rapport components, the wizard detects this and automatically helps you to perform a new installation.

#### Upgrade Installation

If you launch the Rapport installation wizard on a system with Rapport components, the wizard detects these components and automatically helps you to perform an upgrade installation. In an upgrade case however, you can still choose to install the Rapport software over an existing installation of Rapport software.



**Note**

Rapport software version 4.4 upgrades all previous 4.x versions of Rapport software. It does not upgrade 3.x versions of Rapport software.

## Installation Types

The two types of installations are Typical and Custom.



### Note

Custom installations options may differ depending on the Sale Key (license) used.

## Typical Installation

In a Typical installation, the Rapport installation wizard selects the most common installation options.



### Note

A Typical installation selects the most common installation options regardless of the Sale Key entered. All components are installed on a single server using the default options.

Table 3 summarizes the Typical installation options for each of the Rapport components.

**Table 3 Typical installation options**

Rapport Component	Typical Installation Option
Rapport Database	The wizard installs an instance of MSDE 2000 as the database.
Software Repository	The wizard reconfigures Microsoft's Internet Information Services (IIS) FTP service, creates a local Rapport user, and assigns the user read/write permissions to FTP.
Web (HTTP) Service	The wizard reconfigures Microsoft's Internet Information Services (IIS) Web service.
Standard Services	The wizard installs Standard Services (which requires SNMP to be installed).
Rapport User Interface	The wizard installs the Rapport User Interface, an MMC snap-in.



### Caution

It is highly recommended that you DO NOT install Rapport software on any server which is currently dedicated to other tasks (such as a Domain Controller, Backup Controller, Mail Server, Production Web Server, DHCP Server, MSMQ Server, Application Server, and so on). It is highly recommended that Rapport software be installed on a server that is dedicated to Rapport services.

## Custom Installation

In a Custom installation, the Rapport installation wizard allows you to select configuration options other than the default options. When performing a Custom installation of Rapport software, be sure to perform the installation of the components in the order described in “Installing Rapport Management Software” on page 6.



### Note

An Enterprise Sale Key allows the components to be installed on one to five servers in any combination *if* the Database is installed first, and the Software Repository is installed second.

Table 4 summarizes the Custom installation options for each of the Rapport components.

**Table 4 Custom installation options**

Rapport Component	Custom Installation Option
Rapport Database	You can select an existing instance of SQL Server 2000 or allow the wizard to install an instance of MSDE 2000 as the database. If the wizard does not detect an instance of SQL Server 2000, installation of MSDE 2000 is the only option available.
Software Repository	You can select an existing FTP service or allow the wizard to reconfigure Microsoft's Internet Information Services (IIS) FTP service. If you are using an existing FTP service, the wizard prompts you for an IP address, username, and password (Workgroup licenses allow local IP addresses only). The wizard attempts to connect to the FTP service to ensure connectivity and read/write permissions. The Rapport software verifies an existing connection. It does not configure FTP. If you are using IIS FTP, the wizard creates a local Rapport user and assigns the user read/write permissions to FTP.
Web (HTTP) Service	The wizard reconfigures Microsoft's Internet Information Services (IIS) Web service.
Standard Services	The wizard installs Standard Services (which requires SNMP to be installed).
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### Caution

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recommended that Rapport software be installed on a server that is dedicated to Rapport services.

**Note**

Be aware of the following:

- Web Services, Standard Service, and User Interface require MDAC 2.8.
- If your network has multiple subnets, consider deploying a copy of the Rapport Software Repository on each subnet. A Software Repository on each subnet allows you to store large device applications and image files locally. When you distribute upgrades to one or more devices on a subnet from a local repository, you reduce network traffic.
- Rapport software uses SQL authentication. Since there is not an SQL-only mode, Rapport software utilizes Mixed Mode authentication. Be aware that if you are using an existing SQL Server that was installed using Windows authentication mode only, the Rapport Database user will be unable to log-in to the SQL database, and the installation will fail.

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## Configuring Rapport Software

This section provides information on how to configure the Rapport software after installation is complete.

### Database Configuration Wizard

After you initially launch the Rapport software, the Database Configuration Wizard automatically opens. This wizard helps you to enter the configuration information required

for Rapport software to start working with the devices on your network. After completing the wizard, you can start discovering and managing devices with Rapport software.

Use the guidelines in Table 5 to complete the Database Configuration Wizard.

**Table 5 Database Configuration Wizard guidelines**

Dialog Box	Guidelines	Results
Database Server Instance Name	<p>After initial launching, the Database Configuration Wizard displays the name of the machine where you installed the Rapport Database. If it is not displayed, enter the computer name and SQL instance name (if any) where the Rapport Database is located (do not use a UNC path). The following example shows a typical SQL instance name: <code>Machine_Name\RapportDB</code></p> <p><b>Note:</b> Completing this dialog box is required.</p>	<p>Completing this dialog box allows the Rapport MMC console to connect to the database so Rapport software can begin to store device information from your network. After completing this dialog box, the User Configuration dialog box is displayed.</p>
User Configuration	<p>Use the Add a New User command button and enter information to set up users and assign them permissions.</p> <p><b>Note:</b> Completing this dialog box at this time is optional (you can add and configure Rapport users at any time).</p>	<p>Completing this dialog box allows you to set up and administer Rapport users. After completing this dialog box, the Subnet Information dialog box is displayed.</p>
Subnet Information	<p>Use the Add a New Subnet command button and enter information to allow the Rapport Database to keep track of the devices in a given subnet.</p> <p><b>Note:</b> Completing this dialog box at this time is optional (you can add and configure subnets at any time). However, until you add a subnet, Rapport software cannot discover devices.</p>	<p>Completing this dialog box allows the Rapport software to obtain subnet specifications so it can begin to discover devices. After completing this dialog box, the Wizard Completion dialog box is displayed.</p>
Wizard Completion	<p>Click <b>Finish</b>.</p>	<p>Rapport software has the core information it needs for you to begin using the Rapport management functions.</p>

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## Discovering Devices

Device discovery is the process by which Rapport software becomes aware of the devices on your network and stores information about them in the Rapport Database. After Rapport software stores device information in its database, you can use the full range of Rapport functions to manage your devices.

Table 6 describes the two methods Rapport software uses for discovering the devices on your network.

**Table 6 Discovery methods**

Discovery Methods	Description
Dynamic Discovery (Web Agent check-in)	<p>Once the Web Agent on any device is aware of the location of the Rapport Web Service (see Linking Devices with the Rapport Web Service, in the Rapport Help File), the Web Agent checks-in periodically with the Rapport Web Service. This form of check-in is based on pull communications because the Web Agent initiates communications. At check-in time, the Web Agent provides the Rapport Web Service with a set of device information, such as:</p> <ul style="list-style-type: none"> <li>• Device Name</li> <li>• Hardware information (platform, flash size, memory, CPU, asset number, serial number, and so on)</li> <li>• Network Information (WINS, DNS, IP address, Domain Name, subnet, and so on)</li> <li>• Image Number</li> <li>• Software inventory (application names and versions)</li> <li>• Rapport Web Agent version</li> </ul> <p><b>Note:</b> You can control the parameter for check-in frequency through the Device Manager Preferences.</p>
Manual Discovery	<p>You instruct Rapport software to discover devices on command (see Discovering Devices, in the Rapport Help File). This discovery method uses push communications because the Rapport Services initiate the operation. When you select this method of device discovery, you can specify whether to discover devices through a UDP broadcast or through a TCP connection to every device. To limit the scope of a dynamic discovery, you can specify a subnet or a range of IP addresses.</p>

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## Managing Devices

This section provides important information about managing your devices.

### Enabling Device Security (Enterprise-Only Feature)

Rapport software allows you to set a Device Manager System preference that prevents unauthorized Rapport installations from managing your devices. When the Enable Device Security feature is set, the Rapport Web Agent and the Rapport Web Service enter into a secure relationship. In this relationship, both the device and the Web Service share a unique security certificate.

Before processing any Rapport requests, the Web Agent on the device verifies the certificate. If the Web Service certificate matches its certificate, the Web Agent allows the device to perform the requested functions or instructions. If the certificates do not match, the Web Agent prevents the device from complying with any requests.

If you decide to enable device security, be sure to keep a copy of your certificate number in a safe place. If your Rapport installation becomes corrupt and you must reinstall the software, you will receive a new certificate number after installation. However, without the original certificate number you will not be able to manage your devices. Therefore, Rapport software provides you with the options of changing a security certificate to a new one or restoring an older certificate.

### Web Agents

The Web Agent is a service that runs on managed devices and communicates with the Rapport Web Server. The Web Agent listens for and processes commands from the Web Server and periodically checks-in to the server to report its status.

### Creating Software Packages

A software package is a list of instructions to perform a specific set of actions on a device. Generally, Rapport software uses software packages to distribute updates to your devices. However, a software package can also retrieve or delete software or data from a device, reboot a device, or completely re-image a device. Some software packages come pre-registered in Rapport software (for example, Web Agent updates). Your Sales Representative can offer additional software packages for your specific needs.

Table 7 describes the two elements of a software package.

**Table 7 Software package elements**

Element	Description
Rapport Script File (.rsp file)	A Rapport script file contains a Version header and a Script section. The header contains the information about the software package. This information includes the minimum storage size of the intended devices, the category under which the package is stored, the intended operating system, and so on. The script section contains script commands that are executed sequentially to make changes on the device (for example, file or registry changes).
Package folder	The package folder contains all the necessary files for the package to be deployed and executed on the intended devices. Be aware that a package folder always accompanies a software package, even if there are no files in the folder. For example, a package that retrieves device registry data can consist of an .rsp file and an empty package folder.



**Note**

Be aware of the following:

- With the exception of the .rsp file extension, the .rsp file and the folder are named identically.
- When a package is registered into the Rapport software, the Script File (.rsp) is stored in the database and the package folder is stored in the Master Software Repository. These files can be synchronized from the Master Software Repository to remote software repositories on demand.
- To create custom software packages, contact your Sales Representative.

## Scripts

Scripts (see Figure 1) are part of a Rapport software package. Software packages consist of a folder containing files that are sent to a device and a script containing commands to be processed by the Web Agent. Rapport Scripting Language consists of two command sets that are used with either Web Agents or SNMP devices (see Rapport Scripting Language, in the Rapport Help File). The Rapport Scripting Language is a scripting language used to perform basic tasks such as copying files and modifying the registry of the devices that the Rapport software manages. The Rapport scripting language is not a programming language because it does not support looping, branching, and the use of subroutines. However, it does contain a small command set to allow it to perform a variety of routine functions.

Figure 1 Example of a script

```

[Version]
Number=AddSolitaire
Description=Add Solitaire to Client
OS=NT
Category=Applications

[Script]
; Check the O/S.
CO "NT"
; Confirm Free Space
CF "1000"
; Query the User
QU "3" "60"
; Lockout the User
LU*
; Xcopy the files to the device
XC "<regroot>\Files\winnt\*" "C:\winnt"
; End the Lockout period
EL*

```

## About Groups and Views

This section provides important information about groups and views.

### Groups

Rapport software uses the following three methods to assign devices to groups (in the first two methods, Rapport software performs the device assignment without your direct intervention):

- System values of each device**  
 When discovering a device, Rapport software examines the system values of the device (platform, vendor ID, OS, and so on). Rapport software then groups the newly discovered devices into the corresponding pre-defined group types automatically.
- Custom Group Type and Group associated with a subnet (Enterprise-Only Feature)**  
 When you define a subnet, Rapport software allows you to specify whether the devices in the subnet should be automatically assigned with a specific group type and group. To accomplish device assignment by subnet, you must create group types and groups prior to assigning the subnet (see *Creating Device Views*, in the Rapport Help File).
- Manual assignment**  
 After you have created a Device View and assigned devices to the groups, you can drag-and-drop a device from one custom group within the View to another custom group. For example, if a Device View groups devices by department within buildings, you can easily drag-and-drop a device from the Engineering department in building Exodus I to the Marketing department in the same building or in another building (see *Moving Devices Across User-Defined Groups*, in the Rapport Help File).

## Views

Views are built on Group Types arranged in a user-assigned hierarchy. You can build views based on the six built-in group types (OS, Platform, Image number, Subnet, Location, and Contact), on user-created Custom Group Types, or on any combination of built-in and user-created Groups.

## Default Device Configuration (Enterprise-Only Feature)

Default Device Configuration (DDC) is a default image and set of Rapport software packages that you can assign to a device or group of devices in your network. A DDC ensures that a device has a defined image and set of software packages applied to it. If a device assigned to a DDC is found to be missing the correct image or software package(s), the missing elements are automatically applied.

---

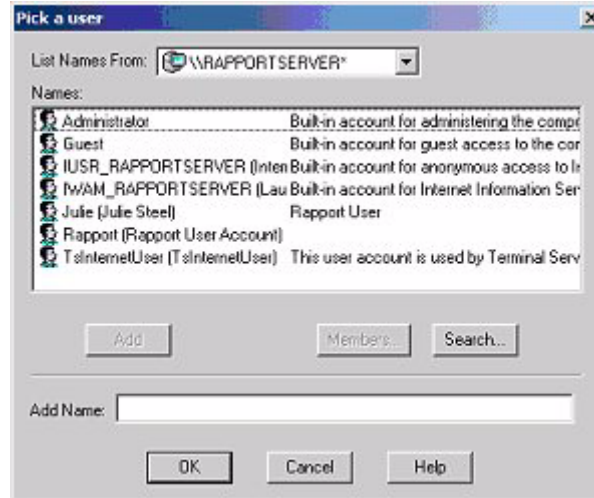
## Adding Rapport Users

Administrators can add Rapport users by completing the following procedures:

1. Expand the Configuration Manager in the Rapport MMC Snap-in Tree panel, right-click **User Permissions**, and select **New => User**.

The Pick a User dialog box is displayed as shown in Figure 2.

**Figure 2 Pick a User dialog box**



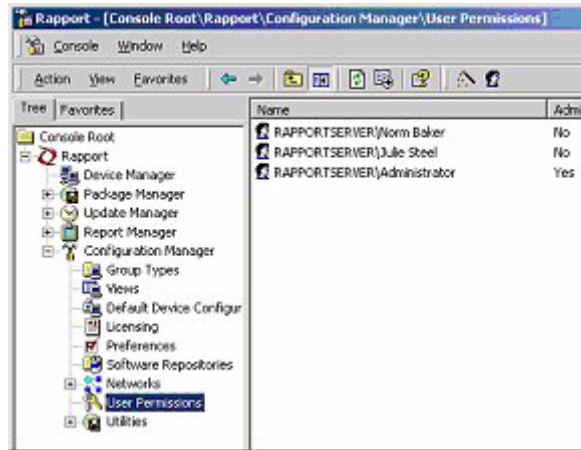
2. Select the name of the user you want to add as a Rapport user and click **Add**.

The user name will be displayed in the Add Name text box.

3. Click **OK**.

The Rapport user name will be displayed in the results pane as shown in Figure 3.

**Figure 3 New Rapport user**



**Note**

A new Rapport user has no permissions. To assign permissions to a user, refer to Editing User Permissions in the Rapport Help File.

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## About the Sale Key (License)

Rapport software requires a Sale Key (license) to operate. The Rapport installation includes a default Workgroup Sale Key. Sale Keys allow 30 days of use before they must be activated. Evaluation Keys allow 30 days of use before they expire (Evaluation Keys cannot be activated).

### Activating the Rapport Sale Key (License)

To activate your Rapport Sale Key (license) complete the following procedures:



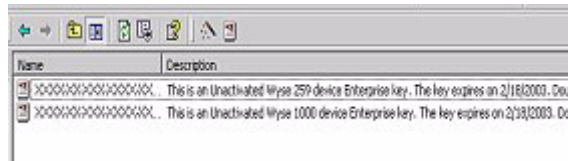
**Note**

If your Rapport Server does not have an internet connection, go to the following URL to activate your Rapport License:

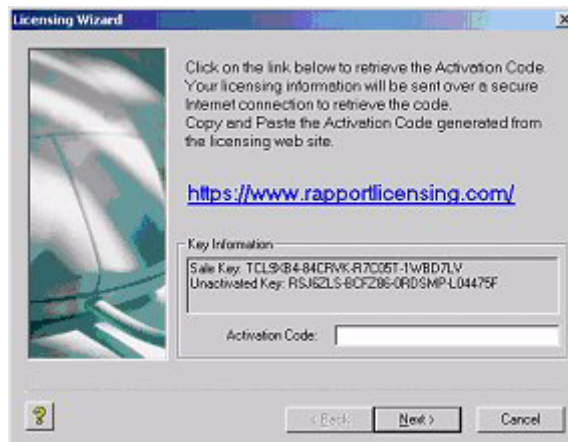
<https://www.rapportlicensing.com/clientframe/rapport.aspx>.

1. Expand Configuration Manager in the Rapport MMC Snap-in Tree panel and select **Licensing**.

The results pane (see Figure 4) shows your Unactivated Sale Key(s).

**Figure 4 Results pane**

- Right-click an Unactivated Sale Key from the list and select **Activate**.  
The Licensing Wizard dialog box is displayed as shown in Figure 5.

**Figure 5 Licensing Wizard**

- Make a note of your Sale Key and Unactivated Key numbers.

 **Note**

You can copy-and-paste the Sale Key and Unactivated Key from the Key Information area into the online Rapport licensing form.

- Complete the online Rapport licensing form at:  
<https://www.rapportlicensing.com/>.  
You need the following information to complete the form:
  - Company contact name
  - Company e-mail address
  - Company address
  - A Rapport Sale Key and Unactivated Key
- After completing the form, click **Submit** to display the Activation Code (You will also receive an e-mail with your Activation Code).
- Type or copy-and-paste the Activation Code in the Activation Code text box of the Licensing Wizard dialog box and click **Next**.

The results pane shows your Sales Key as activated.

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