

Computrace Agent Installation Guide



Absolute[®]Software
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Computrace Agent Installation Guide

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Chapter 1: Introduction

Welcome

The Computrace Agent is a client software platform that allows you to access Absolute Software services such as ComputracePlus, ComputraceComplete, AbsoluteTrack and Computrace Data Protection.

The Computrace Agent software resides undetected on your computer. Once installed, the Computrace Agent contacts the Monitoring Center on a regular basis to report its location. This communication is quick, silent, and requires no interaction with the user. The Computrace Agent does not interfere with everyday remote communication functions such as Internet access or e-mail. The Computrace Agent has no impact on system performance.

Conventions Used in this Guide

Directory and file names appear in *italics*.

Example: Launch the installer by double-clicking the file *Computrace.msi* from the install media. From the installation media, extract the contents of *rpclient_image.tar* to the local machine and note where the files are located.

Screen objects appear in **bold**.

Example: Click the **Apply** button.

Field names appear in ***bold italics***.

Example: Enter your name in the ***Name*** field.

Computer input and output, such as sample listings, messages that appear on your screen, and commands or statements that you are instructed to type, appear in `Courier` typeface.

Example: Type `lanmake ctinstall.txt`.

Hardware and Software Requirements

PC Requirements

- Windows-compatible PC with a 486 or higher processor
- A functioning connection to the Internet
- Windows Me, Windows NT, Windows 2000, Windows XP (32-bit versions) and all 32 and 64 bit versions of Windows Vista clients
- Minimum Internet browser requirements: Microsoft Internet Explorer 6.0

NOTE

In order to use the *Computrace.msi* installer, your computer must have Windows Installer 3.0 or later. Windows Installer 3.0 is included in Windows 2000 Service Pack 3, and Windows XP Service Pack 2.

If you cannot use the *Computrace.msi* installer, or if you wish to install the Computrace Agent using settings other than the default settings the agent was shipped with, you will

need to contact Technical Support and request the document *Computrace Custom Installation Procedures*.

NOTE

If you cannot use the *Computrace.msi* installer, you can still install the Computrace Agent. You will need to contact Technical Support and request the document *Computrace Custom Installation Procedures*.

NOTE

Microsoft Internet Explorer 6.0 or higher must be installed and configured on all target computers. Internet Explorer settings are referenced by the Computrace executables. To test whether Internet Explorer is configured properly, run Internet Explorer and log on to any World Wide Web site.

Mac Requirements

- - G3 or higher processor
- - Hayes-compatible modem or connection to the Internet
- - Mac OS X v10.3 or above

NOTE

Mac OS 10.2 and earlier operating systems are not supported.

Contacting Technical Support

If you have difficulty using or installing the Computrace Agent, please contact Absolute Software Technical Support. We welcome your questions, comments, and feature requests.

Absolute Software offers technical support to users Monday through Friday between 6:00 a.m. and 6:00 p.m. (Pacific Standard Time).

Telephone Support: 1.888.999.9857

Fax Support: 1.604.730.2621 Attn: Technical Support

E-mail Support: techsupport@absolute.com

NOTE

If your organization hosts its own Enterprise System, contact your local administrator for assistance.

Chapter 2: Installation Overview

Installation Overview

This chapter is intended to introduce the three distinct Computrace Agent installation methods, and the conditions where each might be used. Depending on your network environment, the total number of machines to receive the software, and the hardware configuration of target machines, some installation methods may not be appropriate or possible.

The following overview will help you select the Computrace Agent installation method suitable for your organization.

- **Direct Installation** – Using the Direct Installation method, an administrator must manually install the Computrace Agent software on each machine individually. The Direct Installation method is most effective when installing the Computrace Agent on a small number of computers (one to ten). For further instruction, refer to [Chapter 3: “Direct Installation – Personal Computers”](#) or [Chapter 4: “Direct Installation – Macintosh”](#).
- **Local Area Network (LAN) Installation** – Using the LAN Installation method, installation files are stored on a network server and the software is installed across the network. LAN installation is the most effective method of installing the Computrace Agent onto large numbers of existing computers deployed throughout an organization. If you wish to use the LAN Installation method, contact Technical Support and request the document *Computrace Custom Installation Procedures*.

IMPORTANT LAN Installation of the Computrace Agent for Mac is not directly supported. For assistance, contact Absolute Software's technical support team by telephone at 1.888.999.9857, or by sending an e-mail to techsupport@absolute.com.

- **Image Installation** – Using the Image Installation method, a single computer is configured and its hard-drive is then “imaged” or copied onto any number of target machines. Image Installation is most effective when installing the Computrace Agent onto large numbers of new or freshly formatted computers. The Image Installation method is advanced and should only be used by network administrators. If you wish to use the Image Installation method, it will be necessary to contact the administrator of your Enterprise System or Absolute Software to request additional installation files. Some required files are not included on the Installation CD. For further instruction, refer to [Chapter 5: “Disk Imaging”](#).

IMPORTANT Image installation of the Computrace Agent for Mac is not directly supported. For assistance, contact Absolute Software's technical support team by telephone at 1.888.999.9857, or by sending an e-mail to techsupport@absolute.com.

Chapter 3: Direct Installation on Personal Computers

Direct Installation — Personal Computers

This chapter provides instructions for installing the Computrace Agent on personal computers. For instructions on installing the Computrace Agent on Macintosh computers, refer to [Chapter 4 - “Direct Installation – Macintosh” on page 23](#).

The direct installation method requires hands-on contact with each target computer and is commonly used to install the Computrace Agent on individual computers not connected via a network.

Direct installations of the Computrace Agent can either use the default settings embedded in the *COMPUTRACE.MSI* file, or the installation can be customized. If you wish to customize the installation of the Computrace Agent, contact Technical Support and request the document called *Computrace Custom Installation Procedures*.

IMPORTANT To install the Computrace Agent on a computer running Windows Vista you must either be logged on as an administrator or you must provide the administrative password for the computer. This is not required if you have disabled User Access Control in Vista.

NOTE The Computrace Agent's settings can be manually altered after installation, however; desired changes must be made to each machine individually.

IMPORTANT Throughout all installation processes, it is important to follow the instructions in [“Before You Begin” on page 14](#) to ensure that the Computrace Agent remains tamper-resistant.

Before You Begin

1. Use a virus-scanning program to ensure that your hardware is free from viruses.
2. Using the CMOS setup program, set your boot drive to your primary hard drive and password protect your CMOS. Refer to your computer's documentation for more information.

NOTE

Step 2 is not required if your computer supports the Computrace BIOS Agent and it is enabled.

3. Verify that your computer's Internet connection is functioning correctly.

The Computrace Agent installation media will install the agent using default settings. Once installed, the Computrace Agent's settings can be modified. Refer to [“Managing The Computrace Agent” on page 16](#) for instructions on altering agent settings post installation.

Installation

Launch the installer by double-clicking the file *Computrace.msi* from the install media. The Confirm Installation screen is displayed.

To install the Computrace Agent, click the **Next** button.

To cancel the installation process, click the **Cancel** button.

Once the installation is complete, the Computrace Agent will contact the Monitoring Center and receive its unique ESN.

Verifying the Installation

To verify that the Computrace Agent has successfully contacted the Monitoring Center and received a unique ESN, follow these steps:

1. Use Windows Explorer to browse to the location of the installation package.
2. Double-click the file *CTMWEB.EXE* to launch the Computrace Agent management utility. The Computrace Agent management utility operates via a web interface and will open in a new browser window automatically.

NOTE

If your computer is configured to use a default browser other than Internet Explorer, the Computrace Agent management utility may not open automatically. If this is the case, you can manually open the management utility by pointing your browser to `http://localhost:9871/ctmweb.xml`.

3. If your Computrace Agent was initially installed with an administrative password, enter it in the **Password** field. If you do not have an administrative password, enter a password of "password". Click the **Next** button.

NOTE

The **Password** field is obsolete, however; it is included for backwards compatibility with 700 series Computrace Agents.

4. Observe the following values:
 - **Agent Mode** - will display active
 - **ESN** – for activated agents, the last four characters of the ESN will be greater than 0000. If zeros are displayed, force a test call by clicking the **Test Call** tab, then clicking the **Start** button. Call status is displayed on-screen.
 - **Last IP Call Date/Time** – any non-zero value indicates the Agent has made a call to the Monitoring Center.

If the **Last Call Date** field remains empty, your computer has failed to contact the Monitoring Center. Review the installation steps to ensure you haven't missed a step. If you are still unable to contact the Monitoring Center, contact Technical Support.

NOTE

By default, the Computrace Agent will be installed with modem support disabled. Modem function is automatically enabled on stolen machines during their first post-theft call to the Monitoring Center. For this reason, most machines will display "No last call" in the **Last Modem call Date/Time** field.

Managing The Computrace Agent

The *CTMWEB.EXE* application can be used to perform the following management tasks:

- Viewing details regarding the last call the Computrace Agent made to the Monitoring Center
- Viewing details regarding the next scheduled call
- Forcing the Computrace Agent to make a call to the Monitoring Center
- Changing the IP proxy settings of the Computrace Agent

IMPORTANT

To manage the Computrace Agent on a computer running Windows Vista you must either be logged on as an administrator or you must provide the administrative password for the computer. This is not required if you have disabled User Access Control in Vista.

To access the management features of the CTMWeb application, follow these steps:

1. Use Windows Explorer to browse to the location of the installation package.
2. Double-click the file *CTMWEB.EXE* to launch the Computrace Agent management utility. The Computrace Agent management utility operates via a web interface and will open in a new browser window automatically.
3. If your Computrace Agent was initially installed with an administrative password, enter it in the **Password** field. If you do not have an administrative password, enter a password of "password". Click the **Next** button.

NOTE

The **Password** field is obsolete, however; it is included for backwards compatibility with 700 series Computrace Agents.

Viewing Computrace Agent Call Details

The Agent Status screen lists details regarding the call schedule of the Computrace Agent. The Agent Status screen displays the following data:

CTMWeb Build # – displays the version number of the *CTMWeb.exe* application

Agent Build # – displays the version number of the Computrace Agent installed on the computer

Agent Mode – displays the mode of the installed Computrace Agent. Possible values are:

- **Active** – the Computrace Agent is installed and active
- **Call Support** – there is a problem with the Computrace Agent, contact technical support

ESN – displays the unique Electronic Serial Number assigned to the installed Computrace Agent

Last IP call Date/Time – displays the date and time of the Computrace Agent's last successful IP call to the Monitoring Center

Next IP call Date/Time – displays the date and time of the Computrace Agent's next scheduled IP call to the monitoring Center

Last Modem call Date/Time – displays the date and time of the Computrace Agent's last successful modem call to the Monitoring Center

Next Modem call Date/Time – displays the date and time of the Computrace Agent's next scheduled modem call to the monitoring Center

Forcing a Test Call

The Test Call screen of the CTMWeb interface is used to force the Computrace Agent to make a call to the Monitoring Center ahead of its scheduled call time.

NOTE

To successfully force a test call, the computer must be connected to the Internet.

To force a test call, follow these steps:

1. Launch the *CTMWEB.EXE* application.
2. If your Computrace Agent was initially installed with an administrative password, enter it in the **Password** field. If you do not have an administrative password, enter a password of "password". Click the **Next** button.

NOTE

The **Password** field is obsolete, however; it is included for backwards compatibility with 700 series Computrace Agents.

3. Click the **Test Call** tab at the top of the screen. The Test Call screen will open.
4. Click the **Start** button.

The Computrace Agent will then attempt to contact the Monitoring Center via the selected mechanism. During this time, the Test Call screen will display status information regarding the call in progress (in the **Call Status** field) and the screen may flicker.

You can verify the success of your test call by reviewing the values displayed in the **Last** and **Next** call fields on the Agent Status page.

Configuring IP Proxy Settings

The *CTMWEB.EXE* application can be used to alter the configuration of installed Computrace Agents. To change the configuration of the Computrace Agent, follow these steps:

1. Launch the *CTMWEB.EXE* application.
2. If your Computrace Agent was initially installed with an administrative password, enter it in the **Password** field. If you do not have an administrative password, enter a password of "password". Click the **Next** button.

NOTE

The **Password** field is obsolete, however; it is included for backwards compatibility with 700 series Computrace Agents.

3. Click the Options tab at the top of the screen. The Options screen will open.
4. Enter the user account the Computrace Agent should use when accessing the Internet through the proxy server into the **Name** field.
5. Enter the password for the defined user account in the **Password** field.

Save your IP configuration change by clicking the **Apply** button at the bottom of the page.

Upgrading The Computrace Agent Version

In addition to defining proxy settings, the Options screen includes a link to upgrade the Computrace Agent version. To upgrade your agent to the latest available version, open the Options screen and click the **Upgrade Version** button. The Computrace Agent will be upgraded without further user intervention.

Removing the Computrace Agent

It is not possible to remove the Computrace Agent using the tools in the installation package. If you wish to remove the Computrace Agent from host computers, contact Absolute Software's technical support team. See [Contacting Technical Support](#) below.

Contacting Technical Support

Absolute Software offers technical support to users Monday through Friday between 6:00 a.m. and 6:00 p.m. (Pacific Standard Time).

Telephone Support: 1.888.999.9857

Fax Support: 1.604.730.2621 Attn: Technical Support

E-mail Support: techsupport@absolute.com

Chapter 4: Installation on Macintosh Computers

Direct Installation — Macintosh

This chapter provides instructions for installing the Computrace Agent on Macintosh computers. For instructions on installing the Computrace Agent on personal computers, refer to [Chapter 3 “Direct Installation – Personal Computers” on page 13](#).

The Direct Installation method requires hands-on contact with each target computer and is commonly used to install the Computrace Agent on individual computers not connected via a network.

IMPORTANT In order to install the Computrace Agent on a Mac OS X computer, you must have local administrative rights on the target device.

NOTE Prior to installing the Computrace Agent, verify that your computer's Internet connection is functioning correctly.

Direct Computrace Agent Installation on Mac OS X

The Computrace Agent is delivered in a compressed ZIP file. To decompress the installation utility, double-click the file *CTClientxx-yy.zip* where *xx* is your account number and *yy* is the order number. The installation files will be extracted.

NOTE

The *CTClientxx-yy.zip* archive includes two different agent install packages: *ctm.tar* and *rpclient_image.tar* as well as release notes for the agent. For direct installation, use the *ctm.tar* package. The *rpclient_image.tar* file is a command line installer and is included for network administrators wishing to deploy the Computrace Agent for Mac from a command line. See [“Command Line Installation of the Computrace Agent for Mac” on page 33.](#)

To run the installer, double-click the file *ctm.tar* to extract its contents, then double-click the file *CTMWEB*. The Welcome screen opens. See [Figure 1 on page 24.](#)

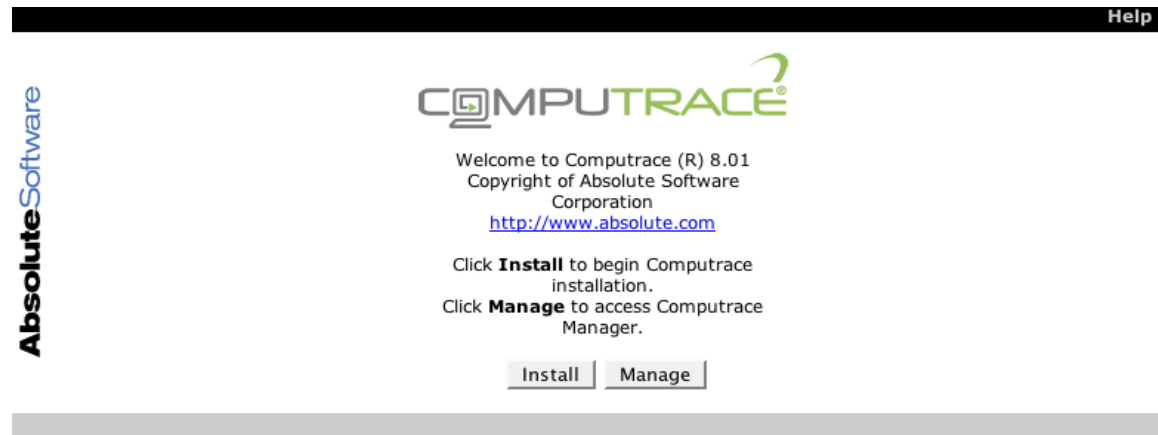


Figure 1: Authentication screen

NOTE

You must be logged on as a user with administrative rights to install the Computrace Agent for Mac.

Click the **Install** button to begin the installation.

The Installer will display the End User License Agreement screen. See [Figure 2 on page 26](#). Read the Software License Agreement.

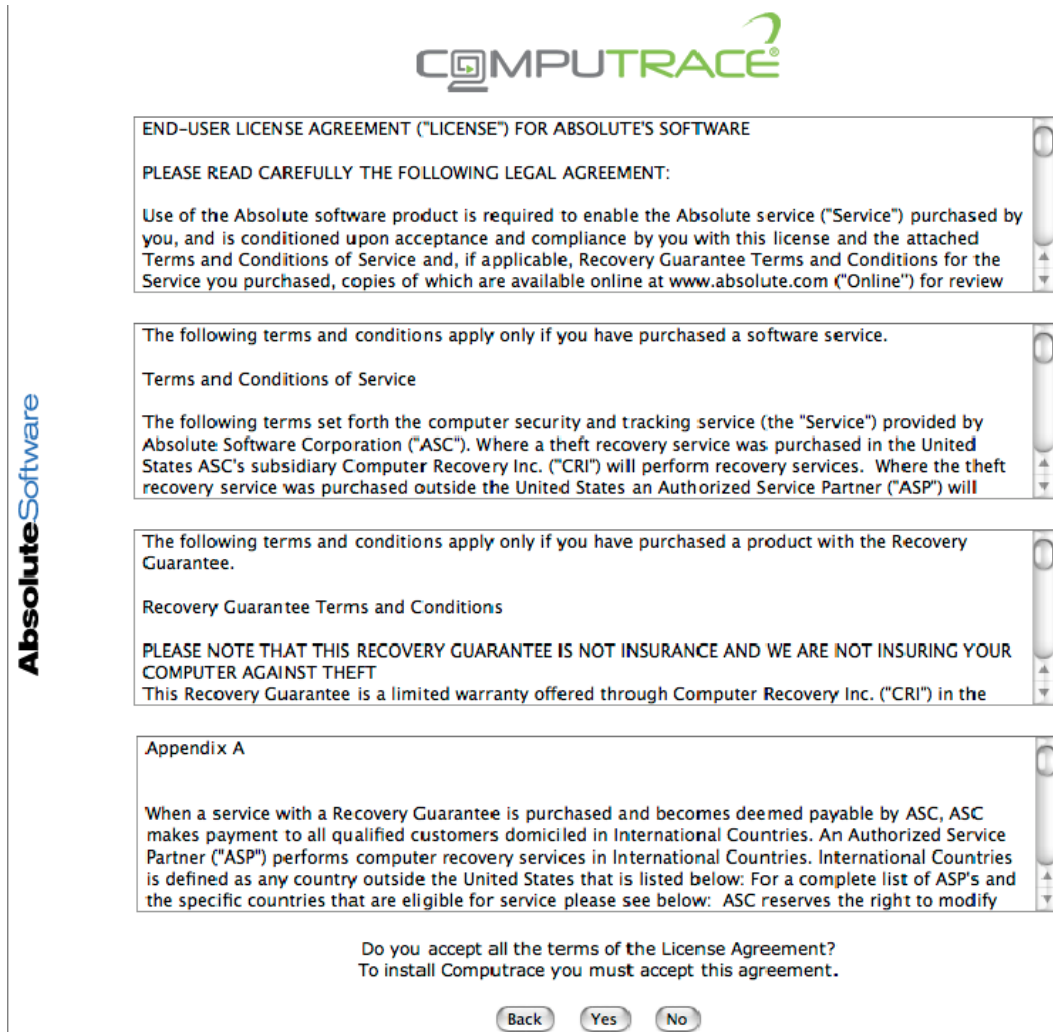


Figure 2: Software License Agreement screen

Once you have read the License agreement, click the **Yes** button to continue the installation. The Pre-installation Check List screen will open. See [Figure 3 on page 27](#).

NOTE

You must accept the End User License Agreement to continue the installation process.

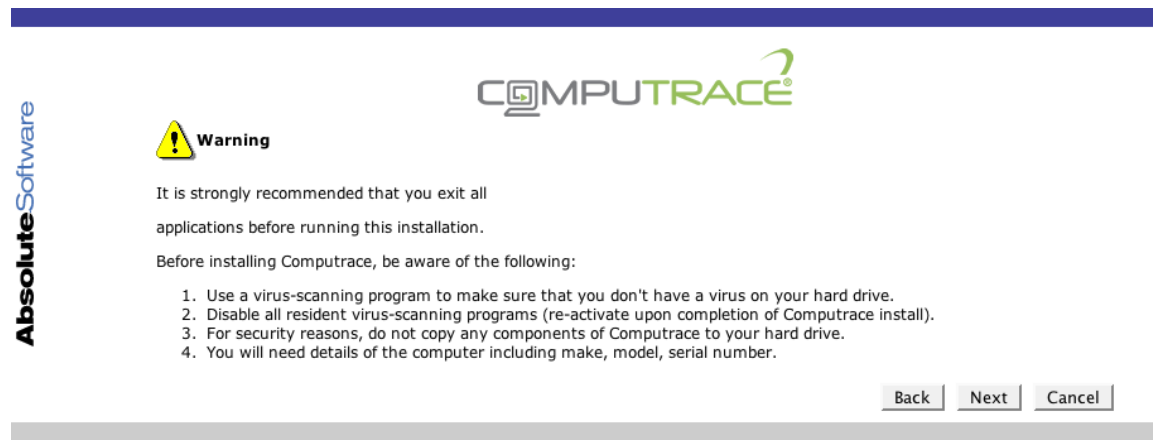
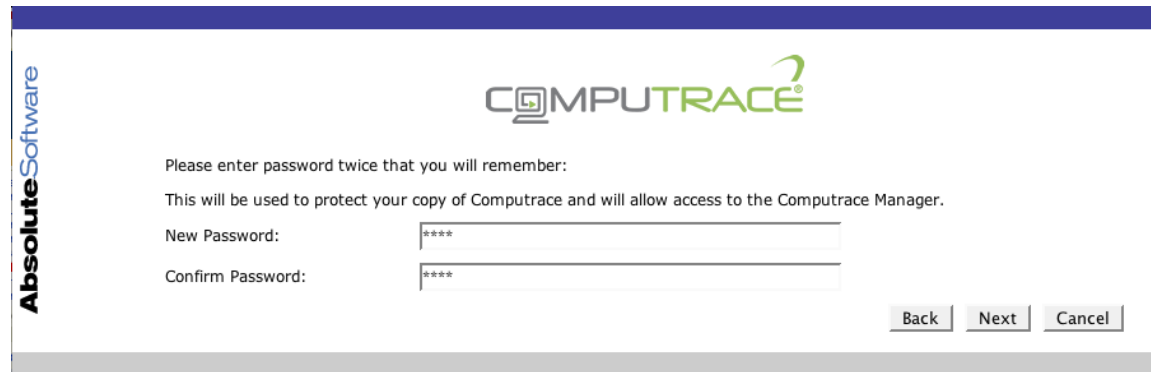


Figure 3: Pre-Installation Check List screen

Follow the pre-installation instructions and click the **Next** button. The Password screen will be displayed. See [Figure 4 on page 28](#).

Enter and confirm a management password in the spaces provided. Select a password you will remember. This password will be required to alter the agent's settings or to remove the agent once it has been installed.



Absolute Software

COMPUTRACE

Please enter password twice that you will remember:
This will be used to protect your copy of Computrace and will allow access to the Computrace Manager.

New Password:

Confirm Password:

Back Next Cancel

Figure 4: Password screen

Click the **Next** button to continue. The Computer Information screen will be displayed. See [Figure 5 on page 29](#).

The Computer Information screen lists identifying information associated with the host computer. Depending upon your computer model, some of the data points may be pre-populated with values automatically detected by the Computrace Agent. Verify any listed values are correct and enter any which are absent.

NOTE

The **Computer Asset Number** field is optional.

The Computer Information screen includes the following fields:

- **Mac Admin Password (required to install)** – Enter the administrator password for the local machine. This field is required to successfully install the Computrace Agent.

NOTE

This is different from the management password entered on the previous screen.

- **ESN** – Displays the unique electronic serial number associated with the computer. This field is not editable.

NOTE

Initially the **ESN** field will display the unique Parent ESN associated with your account. Once the Computrace Agent successfully completes its' first call to the monitoring center, the Parent ESN will be replaced with a new ESN unique to the computer.

- **Computer Make** – the computer's make
- **Computer Model** – the computer's model
- **Computer Serial Number** – the computer's serial number
- **Computer Asset Number** – the computer's asset number (optional)

COMPUTRACE

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Mac Admin password (required to install) : *****

ESN: 1A4KUT224RAA0RXQ0000

Computer Make: APPLE

Computer Model: iMac4,1

Computer Serial Number: W8604295U2N

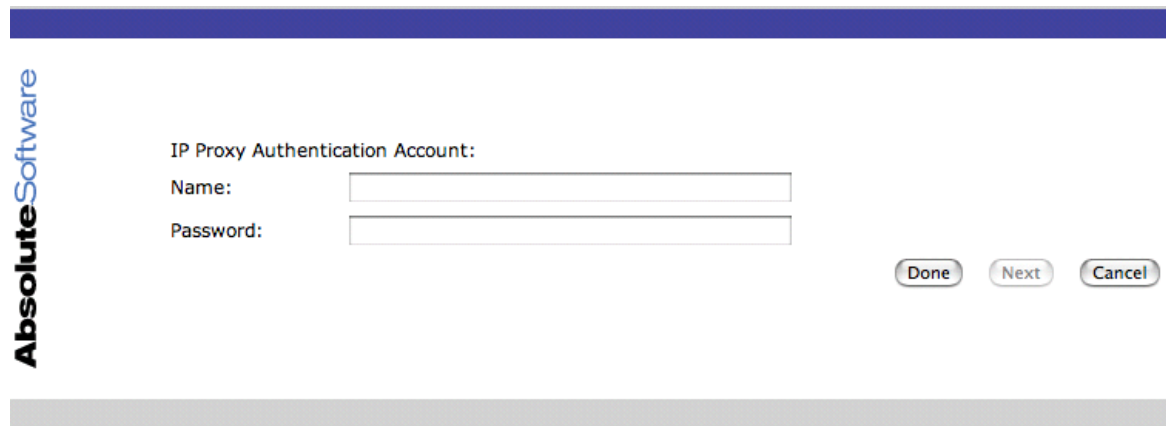
Computer Asset Number:

IP Options

Back Finish Cancel

Figure 5: Computer Information screen

The Computer Information screen includes a button labelled **IP Options**. If your computer is behind a proxy server, you will need to define IP Options for the Computrace Agent. To define IP Options, click the **IP Options** button. See [Figure 6 on page 30](#).



The screenshot shows a dialog box titled "IP Proxy Authentication Account:" with a vertical "Absolute Software" logo on the left. It contains two input fields: "Name:" and "Password:". At the bottom right, there are three buttons: "Done", "Next", and "Cancel".

Figure 6: IP Options screen

- Enter the user account the Computrace Agent should use when accessing the Internet through the proxy server into the **Name** field.
- Enter the password for the defined user account in the **Password** field.

Save your IP configuration change by clicking the **Done** button. You will be returned to the Computer Information screen.

To complete the installation of the Computrace agent, click the **Continue** button. The installer will now install the Computrace Agent with the defined values. Once the installation is complete, the CTMWeb installation interface will close and the management interface will open.

Verifying Agent Installation

Once the installation is complete, the CTMWeb installation interface will close and the management interface will open and display the Agent Status page. See [“Agent Status screen” on page 32](#).

NOTE

The CTMWeb management interface is fully described in [“Managing the Computrace Agent” on page 34](#).

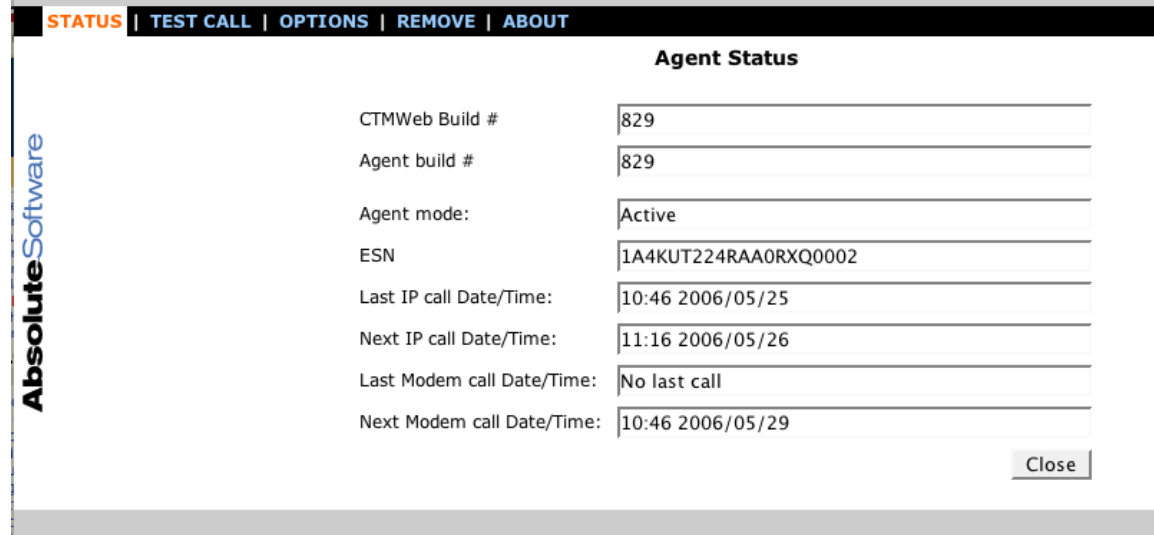
At this time, the Computrace Agent will attempt to place an activation call to the Monitoring Center in order to receive its own unique ESN.

To verify that the agent has successfully installed and is able to make calls to the Monitoring Center, review the following fields on the Agent Status page:

- **Agent mode** – confirm this field displays ‘Active’
- **ESN** – for activated agents, the last four characters of the ESN will be greater than 0000. If zeros are displayed, force a test call by clicking the **Test Call** tab, then clicking the **Start** button. Call status is displayed on-screen.
- **Last IP call Date/Time** – confirm this field does not display ‘No last call’

IMPORTANT

The CTMWEB utility includes functionality to remove the Computrace Agent from the computer. Absolute Software recommends removing the Installation files from the host machine once the Computrace Agent for Mac has been successfully installed.



The image shows a software window titled "Agent Status" from Absolute Software. The window has a menu bar with "STATUS" (highlighted in orange), "TEST CALL", "OPTIONS", "REMOVE", and "ABOUT". The main area displays various fields for agent information. On the left side of the window, the text "Absolute Software" is written vertically. A "Close" button is located at the bottom right of the window.

| Agent Status | |
|----------------------------|----------------------|
| CTMWeb Build # | 829 |
| Agent build # | 829 |
| Agent mode: | Active |
| ESN | 1A4KUT224RAA0RXQ0002 |
| Last IP call Date/Time: | 10:46 2006/05/25 |
| Next IP call Date/Time: | 11:16 2006/05/26 |
| Last Modem call Date/Time: | No last call |
| Next Modem call Date/Time: | 10:46 2006/05/29 |

Close

Figure 7: Agent Status screen

Command Line Installation of the Computrace Agent for Mac

In addition to direct installation, the Computrace Agent for Macintosh can be installed via the command line. To install the Computrace Agent for Mac from the command line follow these steps:

1. **Extract the contents of the `rpclient_image.tar` archive** – From the installation media, extract the contents of `rpclient_image.tar` to the local machine and note where the files are located.
2. **Navigate to the installation directory** – Open a terminal window and navigate to the directory where you extracted the files in Step 1.
3. **Run the installer** – Type the command `sudo ./install.sh`

When prompted, enter the administrative password. The installation will complete and the following confirmation message will be displayed:

```
Install path is: /
```

```
You may now create a drive image with the Computrace  
Agent. On the first startup from the imaged drive, the  
installation will complete.
```

4. **Complete the installation** – Reboot the machine to complete the installation.

Managing the Computrace Agent

CTMWeb can be used to manually alter the Computrace Agent's operating parameters at any time after installation. *CTMWeb* is not copied to the computer during installation. To launch the CTMWeb Utility manually, you will first have to extract the *CTMWeb* utility from the installation media. Browse the installation media and extract the *ctm.tar* package from the *CTClient.zip* file. Double-click the CTMWeb file to launch the Computrace Settings utility. Click the **Manage** button and enter your management password in the space provided.

IMPORTANT The CTMWeb utility includes functionality to remove the Computrace Agent. For this reason, Absolute Software recommends you delete the installation files from the host computer once management tasks have been completed.

The Computrace Settings utility includes the following tabs, each of which is further described in subsequent sections:

- **Status** – displays the device's ESN and next call information. See [Figure 7 on page 32](#)
- **Test Call** – used to force the Computrace Agent to place a call to the Monitoring Center. See [Figure 8 on page 36](#).
- **Options** – used to alter the proxy server settings used by the Computrace Agent, to change the management password, or to upgrade the version of the Computrace Agent installed
- **Remove** – use this screen to remove the Computrace Agent from the host computer
- **About** – displays the Computrace Agent's version information

Agent Status Screen

The Agent Status screen displays the ESN and call information associated with the Computrace Agent. See [Figure 7 on page 32](#). The Agent Status screen includes the following fields:

- **CTMWeb Build #** – the version number of the CTMWeb utility
- **Agent Build #** – the version number of the Computrace Agent
- **Agent Mode** – the current mode of the Computrace Agent. Possible values are
 - **Active** – the Computrace Agent is installed and active
 - **Call Support** – there is a problem with the Computrace Agent, contact technical support
- **ESN** – the Computrace Agent's unique electronic serial number
- **Last IP call Date/Time** – the date and time-stamp of the Computrace Agent's last successful IP call to the Monitoring Center
- **Next IP call Date/Time** – the date and time-stamp of the Computrace Agent's next scheduled IP call to the Monitoring Center
- **Last Modem call Date/Time** – the date and time-stamp of the Computrace Agent's last successful modem call to the Monitoring Center
- **Next Modem call Date/Time** – the date and time-stamp of the Computrace Agent's next scheduled modem call to the Monitoring Center

Test Call Screen

Force A Test Call

To force the Computrace Agent to place a call to the Monitoring Center, from any screen within the Computrace Settings utility, click the **Test Call** tab to open the Test Call screen. See [Figure 8 on page 36](#). Click the **Start** button to initiate a test call to the Monitoring Center.

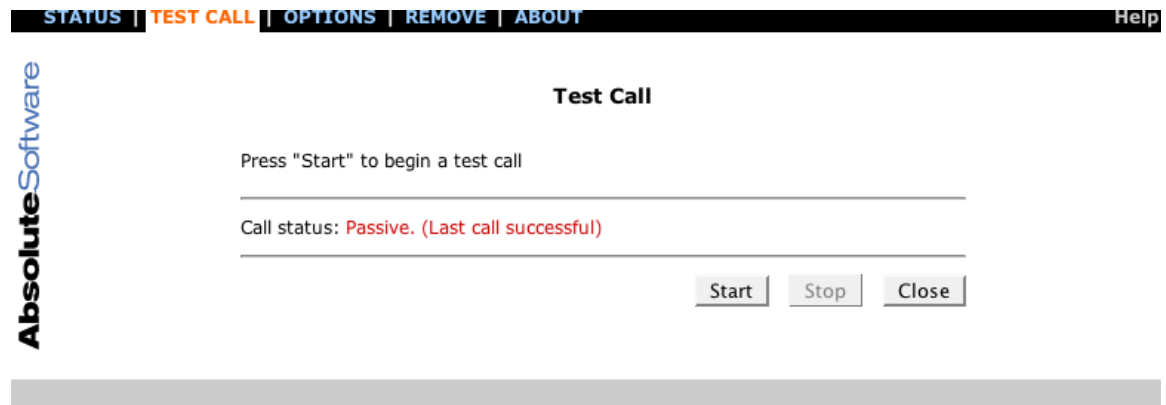


Figure 8: Test Call screen

The Agent will attempt to make a connection with the Monitoring Center. You can verify the success a test call by reviewing the details of the agent's next scheduled call and its last successful call, which are listed on the **Agent Status** screen.

Options Screen

The Options screen enables users to alter the proxy server settings used by the Computrace Agent, to change the management password, or to upgrade the version of the Computrace Agent installed.

STATUS | TEST CALL | **OPTIONS | REMOVE | ABOUT**

Options

IP Proxy Authentication Account:

Name:

Password:

Change Agent Management Password:

New Password:

Confirm Password:

Enter Mac Admin password (required to modify agent):

Figure 9: Options screen

Changing Proxy Settings

To change the settings the Computrace Agent uses when accessing the Internet through a proxy server:

1. Launch the *CTMWEB* utility and log in to the Management interface.
2. Click the **Options** Tab. The Options screen will open. See [Figure 9 on page 37](#).
3. Enter the User Name and Password the agent should use in the **Name** and **Password** fields.
4. Click the **Apply** button.

The Computrace Agent will now use the new settings on each call to the Monitoring Center. To confirm the Computrace Agent is functioning correctly with the new settings, follow the instructions to [“Force A Test Call” on page 35.](#)

Changing The Computrace Agent Management Password

To change the management password for the Computrace Agent follow these steps:

1. Launch the *CTMWEB* utility and log in to the Management interface.
2. Click the **Options** Tab. The Options screen will open. See [Figure 9 on page 37.](#)
3. Enter a new password in the ***New Password*** field.
4. Enter the password a second time in the ***Confirm Password*** field.
5. Click the ***Apply*** button.

Upgrading The Version Of The Installed Computrace Agent

Follow the steps below to upgrade the version of the installed computrace agent:

1. Launch the *CTMWEB* utility and log in to the Management interface.
2. Click the **Options** Tab. The Options screen will open. See [Figure 9 on page 37.](#)
3. Enter the Administrator password for the computer in the ***Enter Mac Admin Password*** field.

IMPORTANT This is the administrator password for the computer, not the Computrace Agent Management password.

4. Click the **Upgrade Version** button.

The computer will now download the latest version of the Computrace Agent from the Monitoring Server and replace the installed agent. All settings from the current agent will be preserved and automatically transferred to the new agent once the installation is complete.

Removing the Computrace Agent

Follow the steps below to remove the Computrace agent from the host computer.

1. Launch the *CTMWEB* utility and log in to the Management interface.
2. Click the **Remove** tab. The Remove Computrace screen will open. See [Figure 10 on page 40](#).
3. Enter the Administrator password for the computer in the **Enter Mac Admin Password** field.

IMPORTANT This is the administrator password for the computer, not the Computrace Agent Management password.

4. Click the **OK** button. A confirmation window will open, asking you to confirm you wish to remove the Computrace Agent. Click **Yes**. The Computrace Agent will be removed from the computer and the management interface will display a message confirming the agent has been removed. Close your browser window.

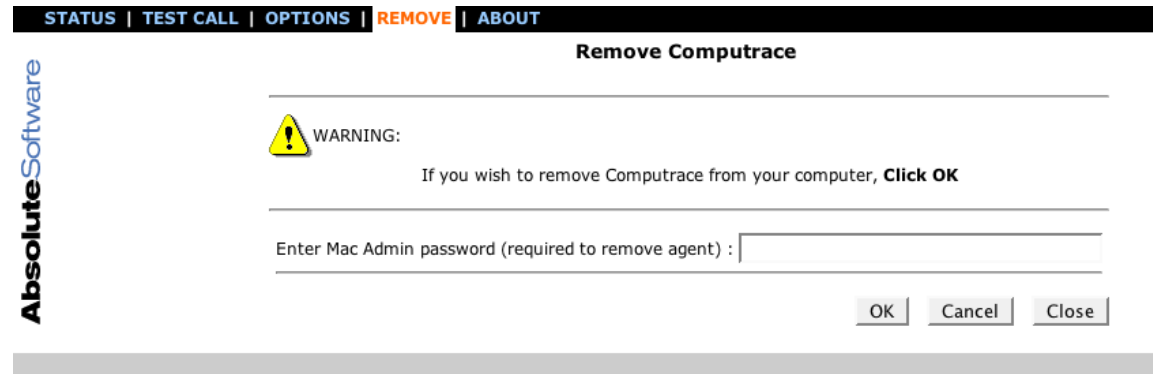


Figure 10: Remove Computrace screen

Contacting Technical Support

Absolute Software offers technical support to users Monday through Friday between 6:00 a.m. and 6:00 p.m. (Pacific Standard Time).

Telephone Support: 1.888.999.9857

Fax Support: 1.604.730.2621 Attn: Technical Support

E-mail Support: techsupport@absolute.com

Chapter 5: **Disk Imaging - PC and Macintosh**

Disk Imaging

Disk imaging is used to copy standard applications onto unconfigured machines. First, a single computer (the source computer) is configured with all of the company's desired software. Then, an imaging program is used to create a complete image of the computer's hard drive. Finally, this disk image is copied to any number of identical systems (the target computers).

When installing the Computrace Agent using imaging, the source computer is disconnected from the network and prepared with all the desired software, including the Computrace Agent software. With the machine still disconnected from the network, the machine's hard drive is imaged. Images created in this manner will initially have a generic ESN which is associated with your account. When deployed, each target computer will contact the Monitoring Center on its first boot and receive a unique ESN.

IMPORTANT CAUTION: Be sure that you do not make the installation image from a computer on which the Computrace Agent is installed and active. If such an image were created, and then copied to multiple target computers, it would result in multiple machines with the same ESN (Electronic Serial Number). There would subsequently be no way of differentiating between the machines, as each would contact the Monitoring Center with the same ESN.

Creating Disk Images For PCs

Before You Begin

1. Use a virus-scanning program to ensure that your hardware is free from viruses.
2. Using the CMOS setup program, set your boot drive to the primary drive and password protect your CMOS. Refer to your computer's documentation for more information.

NOTE

Step 2 is not required if your computer supports the Computrace BIOS Agent and it is enabled.

3. Verify that your computer's Internet connection is functioning correctly.

Creating the Standard Image

Follow the steps below to create a standard drive image for a PC.

1. **Prepare the Source Computer** – Starting with a freshly formatted computer, install an operating system and any desired software to be included in the image. Disconnect the computer from the network and install the Computrace Agent.

IMPORTANT

Ensure the source computer does not have internet connectivity when you install the Computrace Agent.

Once installed on the source computer, the Computrace Agent will attempt to contact the Monitoring Center to receive a unique ESN. It is imperative that the agent not be able to secure a unique ESN prior to the creation of the image.

2. **Create An Image** – With the computer still disconnected from the network, create a hard drive image of the source computer.
3. **Test The Image** – Deploy the drive image to a target computer, connect the target to the internet and verify the target's Computrace Agent has received a unique ESN. To verify the agent's ESN, see [Chapter 3 - "Verifying the Installation" on page 14](#).

Creating Disk Images for Macintosh Computers

Follow the steps below to create a standard drive image for a Macintosh computer.

1. **Prepare the Source Computer** – Starting with a freshly formatted computer, install the operating system and any desired software to be included in the image.
2. **Extract the contents of the *rpclient_image.tar* archive** – From the installation media, extract the contents of *rpclient_image.tar* to the local machine and note where the files are located.
3. **Navigate to the installation directory** – Open a terminal window and navigate to the directory where you extracted the files in Step 2.
4. **Run the installer** – Enter the following command

```
sudo ./install.sh
```

When prompted, enter the administrative password. The installation will complete and the following confirmation message will be displayed:

Install path is: /

You may now create a drive image with the Computrace Agent. On the first startup from the imaged drive, the installation will complete.

5. Create an image of the hard drive.
6. Test the new hard drive image. Deploy the drive image to a target computer, connect the target to the internet and reboot the machine. Verify the target's Computrace Agent has received a unique ESN. To verify the agent's ESN, see [Chapter 4 - "Verifying Agent Installation" on page 31.](#)

Chapter 6: Active Directory Deployment

Active Directory Deployment

The *Computrace.msi* installation file conforms to industry standards for MSI files, enabling network administrators to deploy the Computrace Agent into their environment using Active Directory.

This chapter provides sample instructions for deploying the Computrace Agent using a login script in Active Directory. These instructions are generic and are intended to serve as a starting point for developing your own scripts.

NOTE

For the remainder of this chapter, a basic understanding of Active Directory structure and terminology is assumed.

Using the example below, the following instructions would deploy the Computrace Agent on all machines located in the OU=Computer, OU=Vancouver, OU=BC Active Directory domain. Additionally, the installation would occur once per computer as opposed to once per user. When performing an Active Directory deployment at your site, replace the values listed in the example below with your own settings.

1. Open **Active Directory Users and Computers**
2. If necessary, build the tree structure you require. For example:
 - OU=BC
 - OU=Vancouver,OU=BC
 - OU=Computers,OU=Vancouver,OU=BC
 - OU=Users,OU=Vancouver,OU=BC
3. Right-click the **OU=Computers,OU=Vancouver,OU=BC** container and select **Properties**.

4. Click the **Group Policy** tab and click **New**. Define a name for the new policy.
5. Right-click the new policy and select **Properties**, click the **Security** tab and grant **Full Control** to the **System** group. Click the **OK** button.
6. View the **Group Policy Object Links** for the policy.
7. Drill-down to **Computer Configuration => Windows Settings => Scripts** and view the properties of the **Startup** script.
8. Click the **Add** button and add the *Computrace.msi* program with the `/qn` switch as in this example:

```
computrace.msi /qn
```

The `/qn` switch forces a 'silent' install meaning computer users will not be made aware of the installation.

9. Copy the Computrace Agent setup files to the Active Directory scripts folder:

```
c:\windows\sysvol\domain\policies\%PolicyNumber%\Machine\Scripts\startup
```

NOTE

The specific path can be viewed by clicking the **Show Files** button in the Startup Properties.

10. Test the script.

IMPORTANT

Absolute Software recommends testing your script on a single PC before deploying across your environment.

Chapter 7: Troubleshooting

Troubleshooting

At Absolute Software, our goal is to provide you with a product that is simple to use yet offers sophisticated security for your computer equipment. Once the program is installed and its few configuration options set correctly, it protects your computer with no additional effort on your part.

In the unlikely event you experience a problem connecting to the Monitoring Center, refer to the following section for assistance.

Installation Error Message

If you see the message “Viral Shield Active” during the installation process, your computer is either infected with a virus or you are running a resident virus protection program.

If your computer is infected with a virus, you must remove it before you can proceed with the installation.

If you are running a virus protection program, disable it and then reinstall the Computrace Agent. After the installation is complete, you can re-enable your virus scanning software.

Resolving Connectivity Problems

After you install the Computrace Agent and restart your machine, the Computrace Agent initiates a call to the Monitoring Center. A test call can be placed at any time by running the Computrace Manager and selecting the **Test** option.

Connecting to the Server via TCP/IP

If your computer is able to access the Internet, you can place an IP test call to verify that the Computrace Agent can connect to the Monitoring Center using your TCP/IP

connection. If you access the Internet using a dial-up account with a provider rather than a direct, constant connection such as a LAN, DSL phone line, or cable modem, you must manually dial and log in to your service provider before you begin the IP test. The Computrace Agent cannot initiate a dial-up connection; it can only communicate with the Monitoring Center over an existing connection.

If the IP test call fails:

- Verify that you can access the Internet. If you cannot connect to other Internet sites, you will not be able to connect to the Monitoring Center.
- If you cannot access any Internet sites and are communicating over a DSL phone line, cable modem, or dial-up account, contact your Internet service provider for assistance.
- If you cannot access any Internet sites and are in a work environment (communicating over a LAN), ask your network administrator for assistance.
- If you are behind a firewall or communicating through a proxy server you must ensure that your proxy settings are correct and the appropriate port is specified. See "[Connecting through Firewalls and Proxy Servers](#)" below.

Connecting through Firewalls and Proxy Servers

If you are using an authenticating firewall, click **Options** tab within the CTMWeb interface and fill in the **Username** and **Password** fields with the username and password you would enter when prompted in your browser.

NOTE

An authenticating firewall requires a password for Internet access. If you are not prompted for a password, these fields should remain blank.

Corporate Firewall

Computrace uses HTTP tunneling over port 80 to reach Absolute's monitoring center. Typically, if you can browse the Internet from the computer on which Computrace is installed, it can call Absolute's monitoring center.

In a corporate environment, a firewall is used to isolate the corporate network from the Internet. A corporate firewall may be configured in several ways that can affect the Computrace Agent:

- **Configured to allow all HTTP traffic from internal users:** If the corporate firewall is configured to allow all HTTP traffic from internal users, the Computrace Agent should function correctly via IP. No additional configuration should be required.
- **Configured to allow authenticated users to access the Internet:** The corporate firewall may be configured to allow only authenticated users to access the Internet. This can be accomplished byin two ways:
 - **Windows Challenge/Response:** Allows any user logged into the Windows domain to access the Internet. In this case, as long as the Computrace Agent is running on a machine on which a user has correctly logged into the domain, it will function correctly.
 - **Basic Authentication:** Prompts the user for a username and password in order to access the Internet. In this case, the Computrace Agent must be configured with

a valid account (username and password with Internet access) in the Options tab of the CTMWeb interface.

- ***Configured to allow based HTTP traffic to selected Internet Addresses:*** In this configuration, the proxy server has been configured to disallow HTTP traffic from certain IP addresses. To allow the Compturace Agent to function correctly via IP in this configuration, the proxy server (firewall) should be configured to allow HTTP traffic to the Absolute Monitoring Center. Contact your technical account representative or Absolute Technical Support for the correct configuration information.

Proxy Servers

Computrace automatically detects proxy settings and uses them to call our monitoring center. On the Windows PC, Computrace uses the proxy settings specified in Internet Explorer. On the Mac, Computrace uses the proxy settings from the system preferences.

- ***Configured to allow HTTP traffic to selected Internet addresses:*** In this configuration, the proxy server has been configured to disallow HTTP traffic from certain IP addresses. To allow the Computrace Agent to function correctly via IP in this configuration, the proxy server (firewall) should be configured to allow HTTP traffic to `http://search.namequery.com`.

NOTE

If your organization hosts its own Enterprise System, contact your administrator to determine the correct URL of your Monitoring Center. Replace the reference to `search.namequery.com` in the above example with the URL provided.

Appendix A: Computrace Agent Installation Tools

Computrace Agent Installation Tools

Absolute Software has developed several tools to assist network administrators with the deployment of the Computrace Agent. These tools, their function, and when to use each, is detailed below. If you would like to use any of these tools you can request them from Absolute Software's Technical Support team by telephone at 1.888.999.9857, or by e-mail at support@absolute.com.

Setup.exe

SETUP.EXE is a 32-bit installation tool developed to assist users in mass deploying the Computrace Agent software within an organization. *SETUP.EXE* is used to automate the installation of the Computrace Agent software, by retrieving make, model, and serial number information from the computer's BIOS or from a properly formatted script file. *SETUP.EXE* is discussed extensively in the document [Computrace Agent Custom Installation](#), available by request from Absolute Software.

Ctsetup.ini

Ctsetup.ini is a plain text formatted file which controls all of *SETUP.EXE*'s functionality. *Ctsetup.ini*'s use, including all applicable options, their associated default values, and all acceptable alternate values, is described in the document [Computrace Agent Custom Installation](#), available by request from Absolute Software.

Sleep.exe

Sleep.exe is used to enable a pause or delay within the execution of script or batch files. Occasionally it is necessary to pause the execution of these files between steps to enable previous commands to complete.

