

Installing and Upgrading Absolute Manage Web Admin version 1.7

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Absolute Manage Web Admin (AM Web Admin) is a web-based application used to manage mobile devices and computers enrolled on the Absolute Manage Server (AM Server). You can use AM Web Admin to perform the following tasks:

- View detailed information about the mobile devices and computers in your deployment
- Distribute, upload, delete, assign, and otherwise manage content for AbsoluteSafe
- Create and edit policies, and attach assignable items to policies
- Run remote commands, such as Device Lock, Clear Passcode, and Erase Device on your managed mobile devices
- Allow your end users to remotely manage computers and mobile devices enrolled under their account through the Self-Service Portal (if enabled)

This guide describes the system requirements and the process to install or upgrade the existing installation of AM Web Admin on your preferred server.

IMPORTANT Absolute Manage Web Admin version 1.7 is compatible with Absolute Manage version 6.9. For information about upgrading your Absolute Manage environment, see the knowledge base article titled *FAQ: How do I upgrade the Absolute Manage environment?*, which you can find at forums.absolute.com/kb.php?a=377.

This guide provides information on the following topics:

- [Minimum System Requirements](#)
- [Installing Absolute Manage Web Admin 1.7](#)
- [Importing a Commercially Signed Certificate](#)
- [Upgrading to Absolute Manage Web Admin 1.7](#)
- [Contacting Global Support](#)
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Minimum System Requirements

This section provides information on the following topics:

- [Hardware Requirements](#)
- [Software Requirements](#)
- [AM Web Admin Requirements](#)
- [Optional Component – SSL Certificate](#)

Hardware Requirements

A server running AM Web Admin requires at least 2 GB of RAM. For optimal system performance, 4 GB of RAM is recommended.

Software Requirements

To install AM Web Admin, your server must have the following software programs installed:

- Windows Server 2012 R2, Windows Server 2012, or Windows Server 2008 R2 (English version of the operating system only)
- Windows PowerShell

The following components are required to use AM Web Admin. If these components are not already available on your server, the AM Web Admin installer installs them for you.

- Microsoft .NET Framework 4.0 or later
- Apache Tomcat 8
- Java Platform Standard Edition 7

The following browsers are compatible with AM Web Admin:

- Internet Explorer 10 or later
- Firefox version 39 or later
- Google Chrome version 43 or later
- Safari (Mac OS X) version 7 or later

AM Web Admin Requirements

In addition to meeting the [Minimum System Requirements](#), the following Absolute Manage requirements must be met:

- **AM components:** Before you can install AM Web Admin version 1.7 on your server, AM Server and AM Mobile Device Management (MDM) Server version 6.9 must be installed and operational.
 - For more information about installing AM Server and AM MDM Server version 6.9, see the *Absolute Manage User Guide (Windows Version)*.
 - For information about upgrading to Absolute Manage version 6.9, see the knowledge base article titled *FAQ: How do I upgrade the Absolute Manage environment?*, which you can find at forums.absolute.com/kb.php?a=377.
- **IP address and domain name:** AM Web Admin must use a dedicated IP address and domain name that is set up on your server and not assigned to any other website on the server. For example, *amwebadmin.<yourserver>.com*.
- **Login credentials for AM Server:** Before you begin installation, ensure that you have valid login credentials for a superadministrator for each AM Server that you want to access from AM Web Admin.

Optional Component – SSL Certificate

AM Web Admin generates a self-signed SSL certificate during the installation process. As this certificate is not issued by a well-known certificate authority, your users may see a warning message in their browser when using AM Web Admin. To eliminate this warning message, you may choose to purchase and import an SSL certificate from an external certificate authority.

To use an external signed certificate, before you begin installation, generate and save a signed certificate from a certificate authority of your choosing. Some providers are as follows:

- Symantec, which owns VeriSign, Thawte, and GeoTrust
- Comodo
- GoDaddy
- GlobalSign

For instructions on importing your commercially signed certificate to AM Web Admin, see [Importing a Commercially Signed Certificate](#) on page 4.

Installing Absolute Manage Web Admin 1.7

This section describes the process to install AM Web Admin on your server for the first time. If you want to upgrade your existing version of AM Web Admin to the latest version, see [Upgrading to Absolute Manage Web Admin 1.7](#) on page 5.

Before you begin installing AM Web Admin version 1.7, ensure that you have met all the requirements described in [Minimum System Requirements](#) on page 1.

To install AM Web Admin 1.7:

1. From the location where you extracted the Absolute Manage Web Admin installer, double-click the **setup.exe** file to start the InstallShield Wizard.
2. If a required third-party component is not already available on your server, the AM Web Admin installer starts the respective component's installer. The required third-party components are installed in the following order:
 - a) Microsoft .NET Framework 4.0
 - b) Java Platform Standard Edition 7
 - c) Apache Tomcat 8

If the Apache Tomcat 8 installer detects Tomcat 7 on your server, it stops that version from running and informs you. However, the Apache Tomcat 8 installer does not uninstall Tomcat 7.

To start installing these required components, click **Install**. During installation, when prompted to accept or change default options, accept all default options for each of these installers.

After all required components are installed, the Welcome page for the AM Web Admin InstallShield Wizard opens.

3. Click **Next** to open the End-User License Agreement page.
4. If you agree with the terms of the End-User License Agreement, click **Yes**.
You can read and print a copy of the End-User License Agreement for your records from this page as follows:
 - a) To read the entire End-User License Agreement, press **Page Down** on your keyboard.
 - b) To print a copy, ensure that your default printer is connected to your server, turned on, and available for printing, then click **Print**.
5. The AM Web Admin Installation Path page opens with the location on your server where AM Web Admin will be installed. AM Web Admin is installed to the Program Files folder on your server; for example: **C:\Program Files\Absolute Software\AmWebUi**
To continue, click **Install**.
6. On the Server Information page, enter the following details:
 - a) **Domain:** Enter the fully qualified domain name that you have set up for AM Web Admin. You should use the syntax *<hostname>.<yourdomain>*; for example, **amwebadmin.absolute.com**.

- b) **IP Address:** Enter the dedicated IP address that you have set up on the AM Server for AM Web Admin.

NOTE AM Web Admin supports Internet Protocol version 4 (IPv4) only.

- c) Click **Next**.
7. On the Ready to Install the Program page, click **Install**.
8. When prompted to register your AM Server, do the following:
- d) Enter the following information:
- **Server Name:** Enter the name of the AM Server where you want to register your AM Web Admin installation.
 - **Port:** The default port is **3971**. Do not change this information.
 - **Admin Username:** Enter the username that you use to log in to the AM Server.
 - **Password:** Enter the password that you use to log in to the AM Server.

NOTE The **Make this AM Server the default for SSP user logins** checkbox is selected by default. When this checkbox is selected, the server information you enter here also applies to the Self-Service Portal.

- e) Click **Save**.
- f) When the registration is complete, a confirmation page opens to let you know the registration was successful. Click OK to close the confirmation page.

NOTE If you want to register AM Web Admin with more AM Servers at a later time or adjust AM Web Admin settings, you can use the Web Admin Configuration Tool. This tool is available on your server under **Start > All Programs > Absolute Manage > Web Admin Configuration Tool**.

9. The Welcome to AM Admin page opens in a new browser window. AM Web Admin needs a browser running JavaScript. To use AM Web Admin, do one of the following:
- If JavaScript is enabled in your default browser, click the link on this page.
 - If JavaScript is disabled in your default browser, copy the link on this page and paste it in the address bar of a browser that has JavaScript enabled.
10. To log in and use AM Web Admin, on the AM Web Admin Login page enter the same login credentials you use for the AM Admin application.
- You can also access the Self-Service Portal (if enabled) by selecting the **Self-Service Portal** link at the lower right of the page.
11. When the installation process is complete, the InstallShield Wizard Complete Screen opens. To close the installer, click **Finish**.

Importing a Commercially Signed Certificate

By default, AM Web Admin generates a self-signed certificate that secures all communication between AM Web Admin and its other components. Because this certificate is self-signed, users accessing AM Web Admin will receive a message in their browser warning that the certificate is not trusted. To eliminate this warning, you can import and use a commercially signed certificate from a well-known certificate authority (CA).

To use your commercially signed certificate with AM Web Admin:

1. Refer to the instructions from your CA to import the signed certificate from your CA. These instructions vary by CA.
2. Refer to the Apache Tomcat documentation on how to install and configure the signed certificate on your server.

Upgrading to Absolute Manage Web Admin 1.7

When upgrading to AM Web Admin version 1.7, there is an installation wizard that takes you through the entire process.

To upgrade to AM Web Admin 1.7:

1. From the location where you extracted the AM Web Admin installer, double-click the **setup.exe** file to start the InstallShield Wizard.
2. On the Upgrading AM Web Admin page, click **Next**.
3. The End-User License Agreement page opens. If you agree with the terms of the End-User License Agreement, click **Yes**.
You can read and print a copy of the End-User License Agreement for your records from this page as follows:
 - a) To read the entire End-User License Agreement, press **Page Down** on your keyboard.
 - b) To print a copy, ensure that your default printer is connected to your server, turned on, and available for printing, then click **Print**.
4. The installer shows a progress bar for the setup process. All required components are installed automatically based on the settings for the previous version of AM Web Admin.
5. When the upgrade process is complete, the Welcome to AM Admin page opens in a new browser window. AM Web Admin needs a browser running JavaScript. To use AM Web Admin, do one of the following:
 - If JavaScript is enabled in your default browser, click the link on this page.
 - If JavaScript is disabled in your default browser, copy the link on this page and paste it in the address bar of a browser that has JavaScript enabled.
6. To log in and use AM Web Admin, on the AM Web Admin Login page enter the same login credentials you use for the AM Admin application.
You can also access the Self-Service Portal (if enabled) by selecting the **Self-Service Portal** link at the lower right of the page.
7. When the installation process is complete, the InstallShield Wizard Complete Screen opens. To close the installer, click **Finish**.

Contacting Global Support

If you have difficulty installing or upgrading Absolute Manage Web Admin or any of its components, please contact Absolute Software Global Support. We welcome your questions, comments, and feature requests. Please visit us at www.absolute.com/support and follow the instructions on the page to contact technical support in your region.

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