QUICK START GUIDE

PRISM
SUITE®

VERSION 13

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Additional Notes

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Welcome to Prism Suite®

Prism Suite works the way you work, delivering dynamic configuration management for today's IT professionals. It provides the critical desktop management functionality that administrators use most in an easy to learn, easy to use and easy to implement solution. Prism eliminates the complexity and hidden costs associated with traditional desktop management suites, automating processes and workflow to drive new IT and help desk efficiencies.

Prism dramatically improves administrative control by delivering real-time insight into the configuration states of computer systems on the network. With Prism, you can create desktop standards to streamline management processes. You'll improve security by discovering, reporting on, and removing undesirable applications – including malware – and patching software applications to eliminate vulnerabilities. And with its Smart Update™ capabilities, you can configure Prism to monitor and automatically remediate systems that deviate from their approved configurations.

This Quick Start Guide will introduce you to the basics of Prism:

- **Overview and Architecture** – Learn about Prism concepts and components. Understand how the Prism components work together to help you manage computers and perform software deployment.
- **Installation** – Learn how to install Prism for evaluation versus production.
- **Getting Started with Prism** – Learn about the Prism Console—the interface for the administrator to install the New Boundary Client, perform software deployment, group and manage computers, complete inventories, and view detailed reports.
- **Inventorying and Managing Your Assets** – Use the data gathered by Prism Asset Manager to help you better manage your IT assets. Whether you're planning for the next year's budget, or trying to control escalating support costs, Asset Manager can help.
- **Exploring Smart Update and Configuration Groups** – See the power of Prism's Smart Update technology as your computer populates configuration groups in the Quick Start Channel.
- **Deploying Changes through the Console** – Learn about various Prism Tasks and how to deploy them, including scheduling and uninstalling. Also, view deployment reports.
- **Building Prism Packages** – Learn how to use the Package Builder (Prism Deploy Editor and Conflict Checker Professional) to build a Package for deployment to computers.

Overview and Architecture

At the heart of Prism's operations is the Channel—which provides a framework for the administrator to interact with managed computers. It serves as the administrator's conduit for gathering information, setting automatic updates, completing inventories, and targeting specific changes to target computers. The Channel relies on a core set of components (see below) and is viewed through the Console.

The Channel defines:

- a collection of managed computers, along with detailed information about their status
- the administrator's preferred settings
- organizational groups that reflect the network's Active Directory structure
- configuration rules for automatically identifying and grouping computers
- default and custom reports
- Tasks for deploying changes to managed computers
- inventory data and license information

▪ and *much more*

Quick Start Channel versus Production Channels

To help you get started, Prism is installed with a Quick Start Channel that contains sample configuration groups and Tasks. Use this channel as a learning tool as you work through this guide. When you are ready to move Prism into production, you can use this Channel as a reference for building your production Channel or create a new Channel, constructed with your specific needs in mind.

Note: For more information on setting up Channels, please see Creating a Production Channel after your evaluation.

Core Components

While the administrator focuses on the information, preferences, and tasks contained in the Channel, Prism's Smart Update provides the intelligence that lets Prism accurately implement the administrator's instructions and provide detailed feedback. This remarkable synergy is achieved through these core components:

▪ **Prism Console**: Interface for the administrator to manage the Channel and its settings; add groups, manage computers; and view detailed deployment, inventory, and other administrative reports.

▪ **New Boundary Channel Server**: Program that manages communication between the Console, the Clients, and the database. This is the center of Prism operations and is managed via the Console. Through its regular communication with Client computers, the Channel Server allows Prism to implement changes on an on-going basis, without direct intervention on the part of the administrator.

▪ **Database**: Repository for storing information from the Channel, like Client status, configuration, and deployment details. Reports harvest information from the database.

▪ **New Boundary Client**: The Client is installed on managed computers so that they can receive changes and report information to the Channel. You can install the Client directly by browsing through Active Directory or your domain's browse list. If the target computers are not available through one of these means, you can install the Client using a Subscription file created in the Console.

▪ **New Boundary Channel Migration Tool**: Optional tool to help current Prism users migrate Channels created with Prism version 5 or earlier to the current SQL database.

Applications

These applications perform specific functions within Prism. They are accessed directly through the Console or, in the case of Package Builder, through the Windows Start menu. The exercises in this Quick Start Guide introduce these components and their use:

▪ **Prism Asset Manager**: Inventory managed computers for software applications and hardware configurations—automatically or on-demand. Manage compliance with software licenses through summary and detailed statistics. Asset Manager is integrated directly with the Console for immediate access to functions, data, and reports.

▪ **Prism Deploy**: Create, schedule, install, and uninstall Tasks that run a command, script, or Prism Package to install changes on managed computers. Deploy is integrated directly with the Console for immediate access to functions, data, and reports.

Package Builder is usually installed on a "clean" computer that is representative of your target environments. On this machine, the administrator builds deployment Packages, edits and customizes them for deployment, and optionally checks them for conflicts.

▪ **Prism Patch Manager**: Automate installation and maintenance of software patches. Set a baseline patch version level and always know if a computer moves out of compliance.

Launched via the Console, with patch management carried out through a separate interface.

Diagram of the Core Components

The image below provides an overview of how the Prism core components work together:
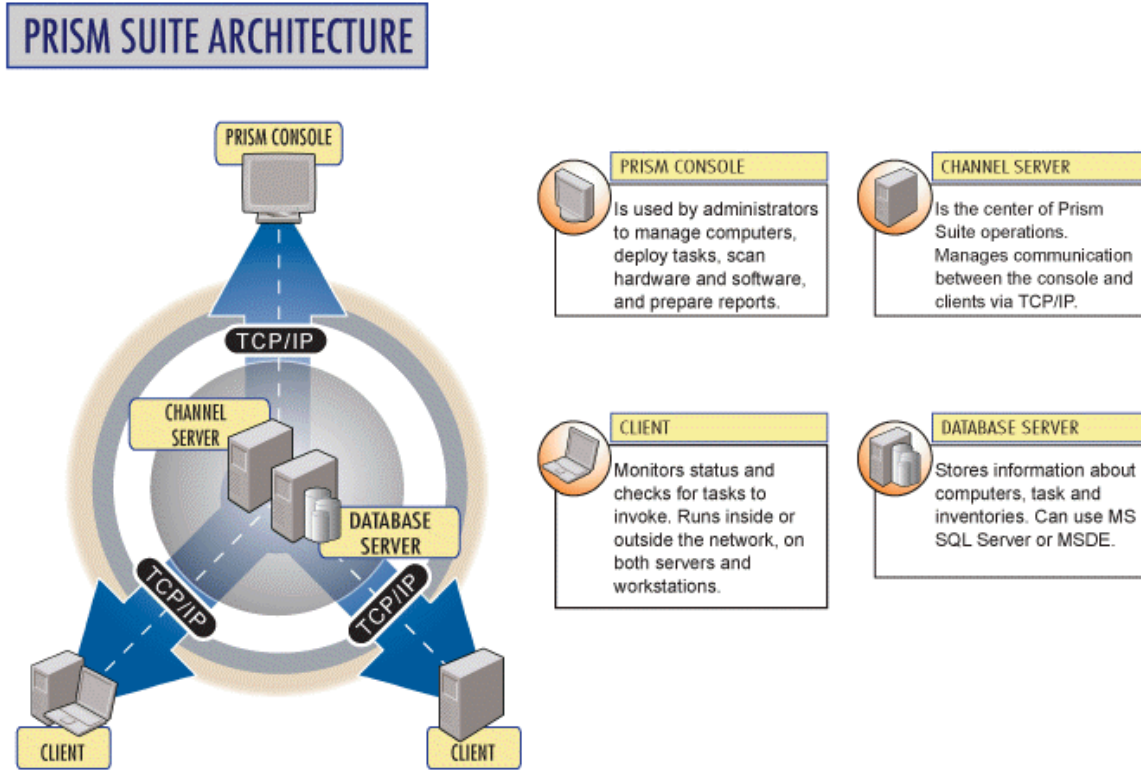
How it Works

Once the Channel components are installed in a way that best suits your environment, you are ready to manage your computers, complete an inventory, and deploy changes.

Note: To help you get oriented, the following provides a brief overview of the process. Please go on to the following sections for detailed information and examples that lead you through each of these steps.

▪ **First, open a Channel and begin managing computers**

- The first step is to create a Channel. (In this guide, we walk you through the Quick Start Channel.)
- The next step is to install the Client on computers in order to get them communicating with the Channel Server.
  In the next section, you will install the Client directly on your own computer and watch as it populates the Channel.
- Prism arranges computers in *Organizational Groups* based on Active Directory information (if Active Directory is used).
  You can also build *Configuration Groups* to organize computers by any configuration criteria you define.

▪ **Next, you are ready to view an inventory of your computer.**

- Simply select the name of your computer and tell Prism to Inventory Now. Within minutes, you can view detailed information on the computer's software applications and hardware configuration.

▪ **Now, build a deployment Task.**

- If you want to package an application for deployment (like Adobe Acrobat or an in-house application), go to your Package-building machine. Build a Prism Package representing those changes. Once you have saved the Package to a location where target computers can access it, return to the Console, and create the Task.

- Simply drag the Task onto the computer or group that should receive it.

  Select scheduling parameters, including immediate installation, Wake on LAN, a specific account to use, or unattended installation—then deploy the Task.

▪ **Finally, report the results!**

- Now view the Prism reports on the status of your deployment, the inventory, or any other aspect of your managed computers reflected through the Console.
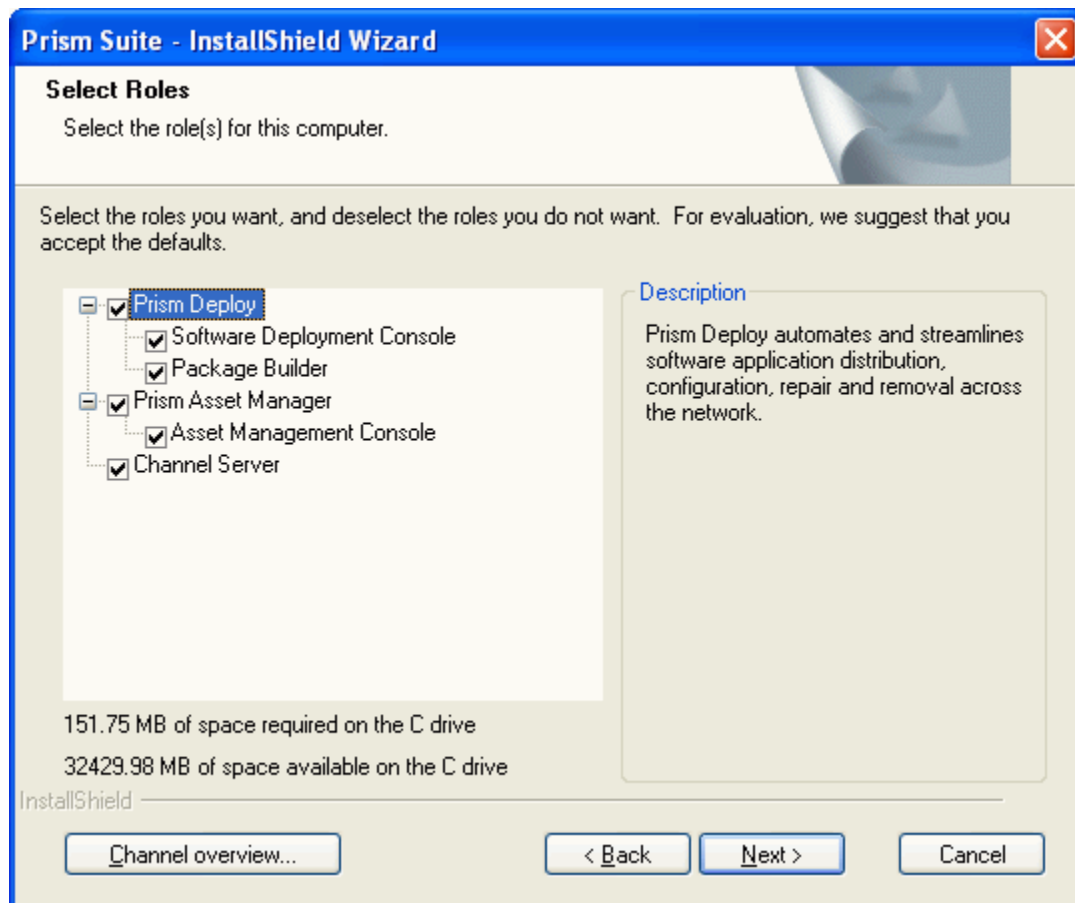
Installation

Installing Prism Suite

If you would like to evaluate all of the Prism components, your computer can act as the Console, Channel Server, and Package Builder. For the purposes of this Quick Start Guide, we assume that all of these applications are installed on your computer.

Note: In a production environment, you will install the Package Builder to a "clean" computer representative of target computers and the Channel Server to a computer running a server operating system. (Please refer to the support area of www.newboundary.com for best practices.)

Note: Prism requires a Microsoft SQL Server database. You may either use one that is already installed in your environment, or let Prism help you install SQL Server Express for your evaluation.

To install Prism, follow the steps in the setup wizard. You will need the serial number provided to you by New Boundary Technologies in order to proceed. When you are asked to select the role(s) for the computer where you are installing Prism accept the default for all roles and proceed.

Prism will help you install and configure required Microsoft components.

Upgrading from a Previous Version of Prism

If you are upgrading from a previous version of Prism, please do the following:

- Use the Custom Installation option to install each of the components of Prism on your existing systems.
- Through the Console, upgrade the Client on your target computers directly or with a subscription file.

Please see the *Console Guide* or Console Help for detailed information on upgrading for the administrator and upgrading clients.

Getting Started with Prism Suite

Getting Started with the Console

Since the Channel is your center of operations in Prism, we installed a Quick Start Channel along with the application. This Channel is designed to help you get started quickly and to see Prism in action. You will also find it is a valuable reference as you add more advanced features, like setting up groups. You can use any of the content in the Quick Start Channel as you move Prism into your environment. The Quick Start Channel is available as soon as you open Prism.

Opening the Quick Start Channel

Let's get started.

1. Open the Prism Suite Console from the Windows **Start** menu.

The ***Select the channel you wish to manage*** dialog box opens.
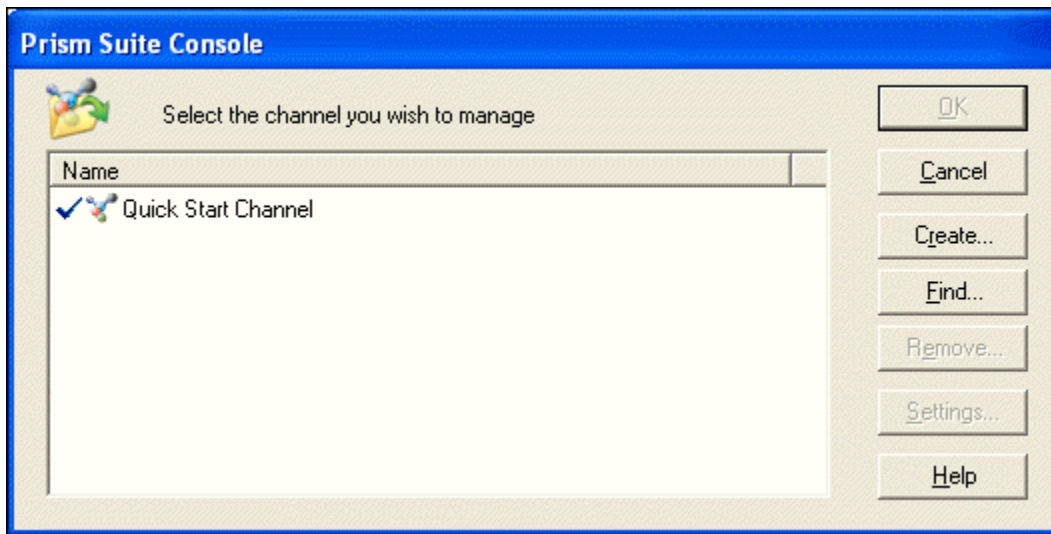
2. Highlight the **Quick Start Channel,** then click **OK** to open this Channel in the Console.

The Quick Start Channel opens in the main window (below). By default, the Console opens to the Managed tab, which lists all of the computers that Prism is managing.

Navigation tabs

Click the tabs at the top of the tree view to take advantage of the power of Prism's features and products. The full Prism Suite includes the following tabs:

- **Network tab**: A display of all the computers detected on your network. Use this view to quickly add and identify the computers you want to manage.

- **Managed tab**: Detailed information about computers you have selected to manage. Also includes Organizational Groups that are Active Directory™ (AD) aware. Groups are created automatically based on AD information.

- **Configuration Groups tab**: Dynamic groups that let you group computers and target deployments based on any characteristics you specify.

- **Tasks tab**: Deploy any administrative task to targets by using a simple drag-and-drop or advanced scheduling. View the Tasks that have been assigned to a computer or group, and their installation status.

- **License Units tab**: Groups files found on managed computers into license units based on our extensive database of software applications and suites. Track compliance with license agreements through a quick graph or detailed information.

- **Assets tab:** Displays devices that have been scanned on your network as well as any other assets you have created or imported. Manage your assets by type or manufacturer.

Tree View

Use the tree view pane on the left to navigate and select directories, groups, or individual objects.

Reports

Icons in the toolbar provide quick access to our extensive collection of reports, along with other actions. View reports online or export the data for analysis.

Details Pane

The grid view on the right lists detailed information about the item or items selected in the tree view on the left. The contents of this pane and the tabs displayed at the bottom of the pane depend on which tab is chosen at the top of the tree view.

- Right-click on an item to choose from a variety of actions.
- Use the tabs at the bottom of the pane to view a different subset of the data.
- Use the column headings to sort and group the data.

Managing Your Computer

Ready to see Prism Suite in action? Let's begin.

Before any computer can be managed in a channel, you must:

- **Assign a license for at least one Prism Suite product.**

  Prism can automatically assign licenses or you can manually assign licenses. Once a computer has been assigned a license, it appears in the Managed tab of the Prism console. However, a computer cannot be actively managed until client software is installed.

- **Install the client software.**

  You can install the client software directly or by subscription file. When you directly install the software, Prism immediately pushes the client to the target computer; when you install via a subscription file, you must first create the subscription file and then distribute the file to the target computer where it must be run.

This exercise steps you through the process of adding your own computer to the Quick Start Channel. You will do the following:
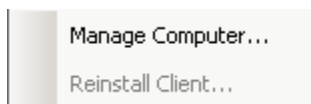
- Allow Prism to automatically assign licenses to your computer.
- Install the client software directly on your computer.

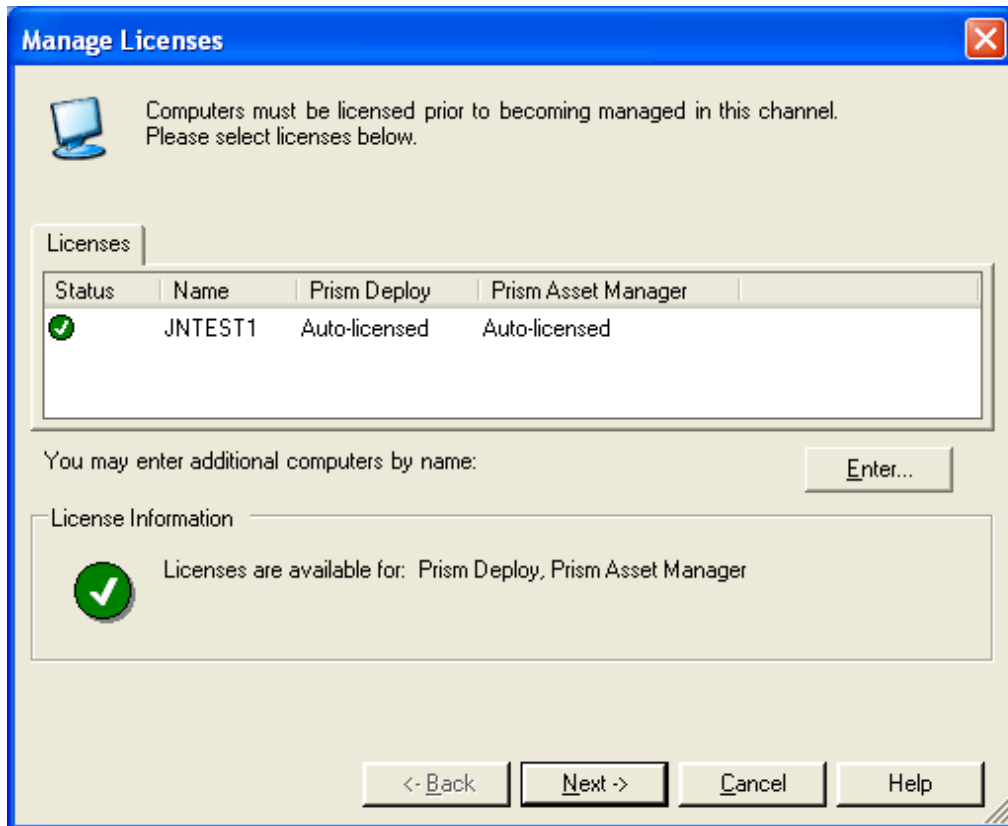To add your computer to the Quick Start Channel:

1. Click the **Network** tab and navigate to the name of your computer in the tree view.
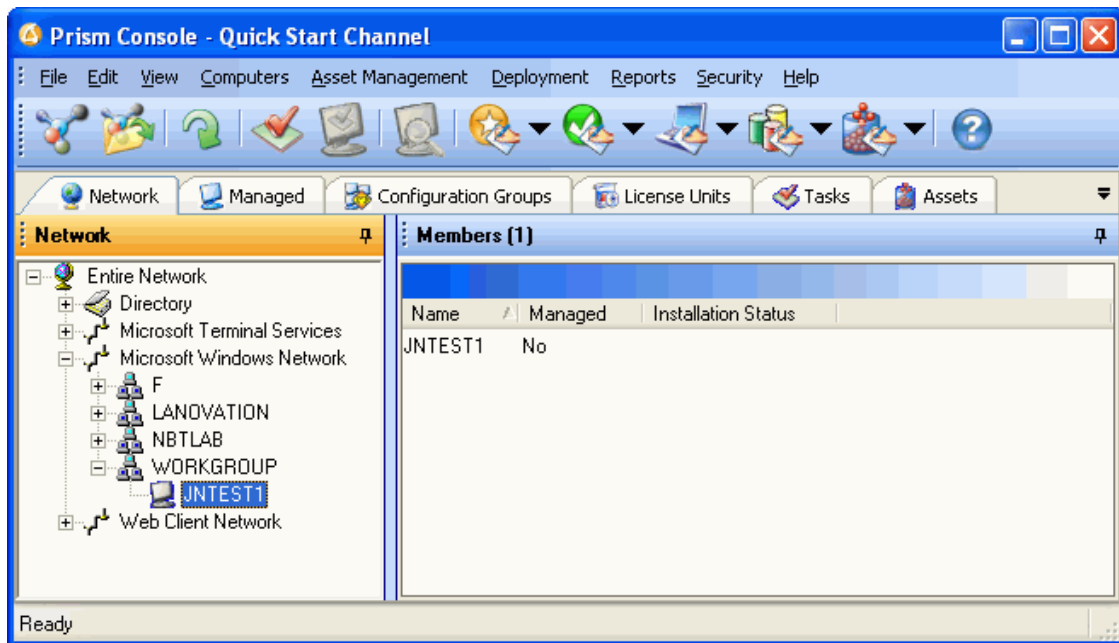
2. Right-click on the name of your computer and select **Manage Computer** from the pop-up menu.

3. Prism displays the *Manage Licenses* dialog. Your computer name and assigned licenses are displayed.

Note: As released, the Quick Start Channel is set up with auto-licensing enabled for both Prism Deploy and Prism Asset Manager. When auto-licensing is enabled, Prism automatically assigns available licenses when you add a computer to the channel.

4. Click **Next**.

5. Select the following:

Client Installation Method	Select **Now via Direct Client Installation**.
Settings and Options	For this exercise, do not change either the **Client Settings** or **Advanced Options** or **Alternate Credentials**.
	When you want to set up a channel for a production environment, you may need to change the default settings and options for the channel. Specifically, you may want to adjust the default polling frequency. See Creating a Production Channel for more information.
Reboot computer after installation	Select the **Reboot computer after installation** checkbox.
	In most cases, you want to confirm that the **Reboot computer after installation** check box is selected. When installing the Client on your own computer, Prism will not reboot it. Remote computers must be rebooted to begin communicating with the Channel Server.

6. Click **Install**.

Prism pushes the client software to your computer in just a few seconds. Once completed, a confirmation message appears stating that the installation was successful.
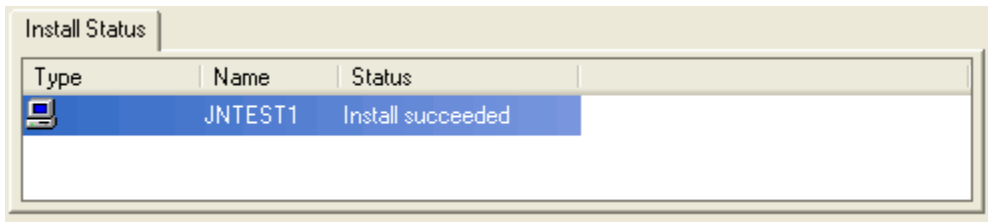
7. Click **Finish**.

Tip! When you are ready to evaluate Prism on multiple computers, see Ready to Extend Your Exploration for tips on installing the Client and managing remote computers.

8. Click on the *Managed* tab. With the Managed tab selected, you can view information about the status of your computer in the details pane on the right side of the window.
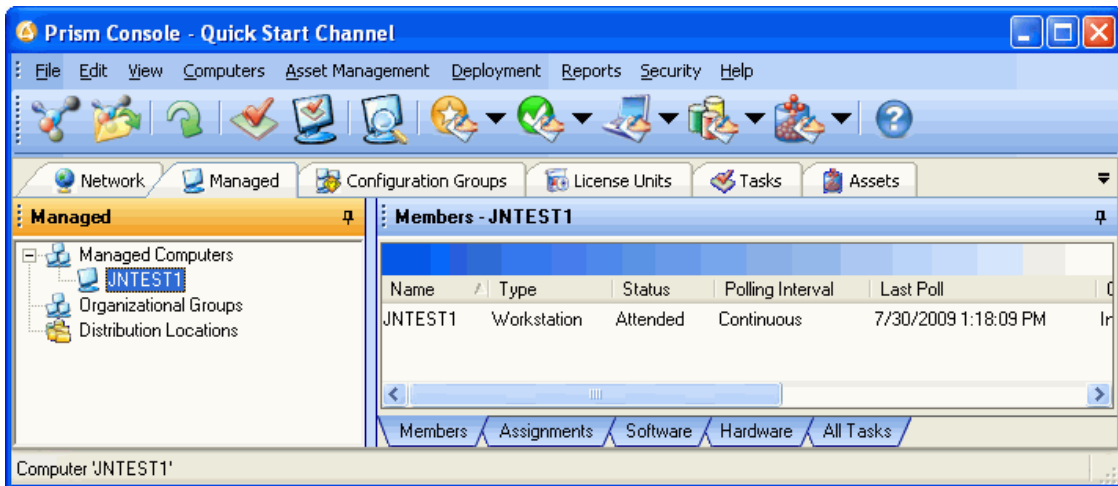
Review

So far, we have learned the Prism basics, including how to install Prism in your environment.

Next, we will scan your computer for an inventory of the software and hardware.

Managing your Assets

Prism Asset Manager helps you better manage your IT assets through a wide range of capabilities:

- Inventory your computer assets to determine disk space, operating system, RAM, etc.
- Inventory your software assets to determine what is installed on each machine and what the licensing state is for all your software.
- Track actual usage of license units in the system, to determine what is being used, where, how often, and by whom.
- Scan your network for all connected devices, including computers, printers, routers, and more.

Each of these capabilities will be explored in the following sections.

Inventorying your Hardware and Software

Asset Manager's inventorying works in the background, collecting information about the configuration of managed computers and software installed on your managed computers. It then matches this information to our extensive database of applications and suites, and compiles detailed information on the hardware and operating system of your managed computers. You can perform this inventory on-demand or set a schedule for regular inventory scans to run.

We will explore two aspects of the computer inventory—information about the software and hardware inventory and license management. First, let us see the results of an inventory of your computer:
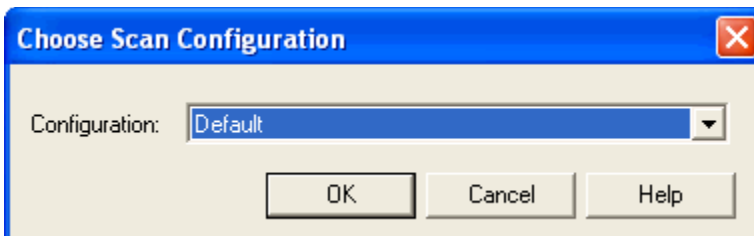
1. Go to the *Managed tab*.

2. Right-click on the name of your computer in the tree view and select **Inventory Now** from the pop-up menu (or, you can click ![icon] in the toolbar).
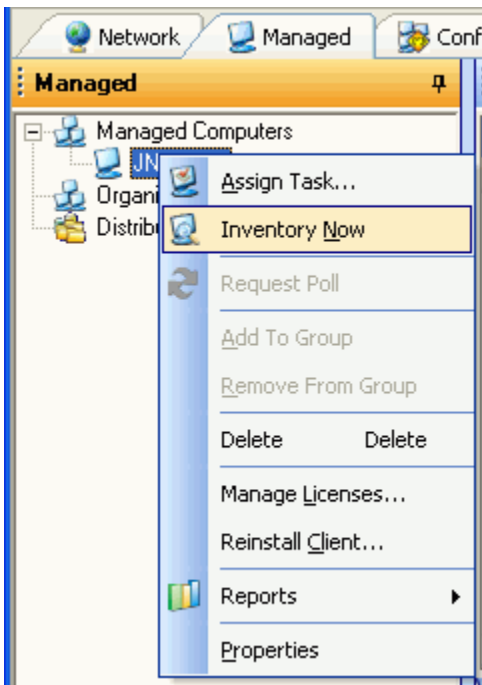
3. On the *Choose Scan Configuration* dialog, click **OK**.

Prism begins to inventory your computer. This process will take a few moments.

> **Tip!** With the default scan configuration, Prism looks for all of the .EXE and .COM files on your computer, matching them with known software applications. At the same time, Prism gathers detailed information about the hardware and operating system.
>
> If you have specific types of files or information that you want to inventory on a regular basis, Prism lets you create and save a customized inventory configuration that you can use regularly or as needed. See the *Asset Management* or Console online help for more information.

4. Click on the **Software tab** at the bottom of the details pane on the right side of the main window. Prism lists all of the applications found on your computer that it matched to the extensive listing of applications and suites in our database.
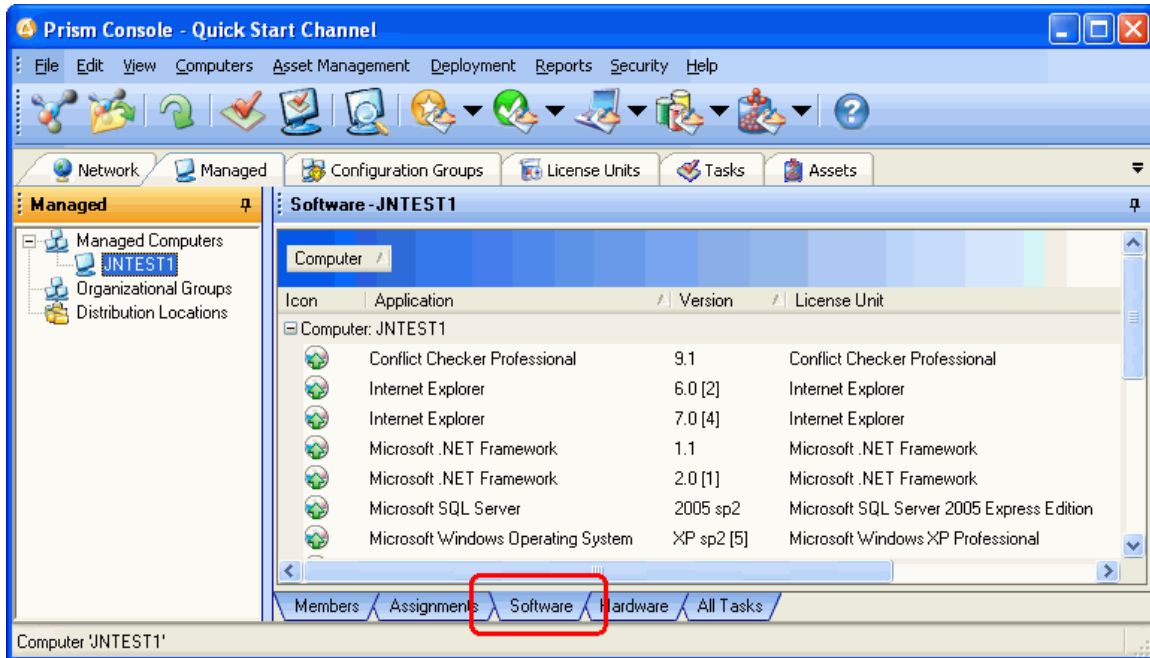
Tip!   Update your PSID (Prism Software Information Database) monthly to ensure the accuracy of these matches. New Boundary Technologies updates the database regularly as new applications or versions become available. For more information on updating the database, see the support area of the New Boundary Technologies Web site (www.newboundary.com).

5. Click on the **Hardware tab** at the bottom of the details pane on the right side of the main window. Prism displays detailed information about the hardware, operating system, and other aspects of the configuration. You can also capture this information in a report.
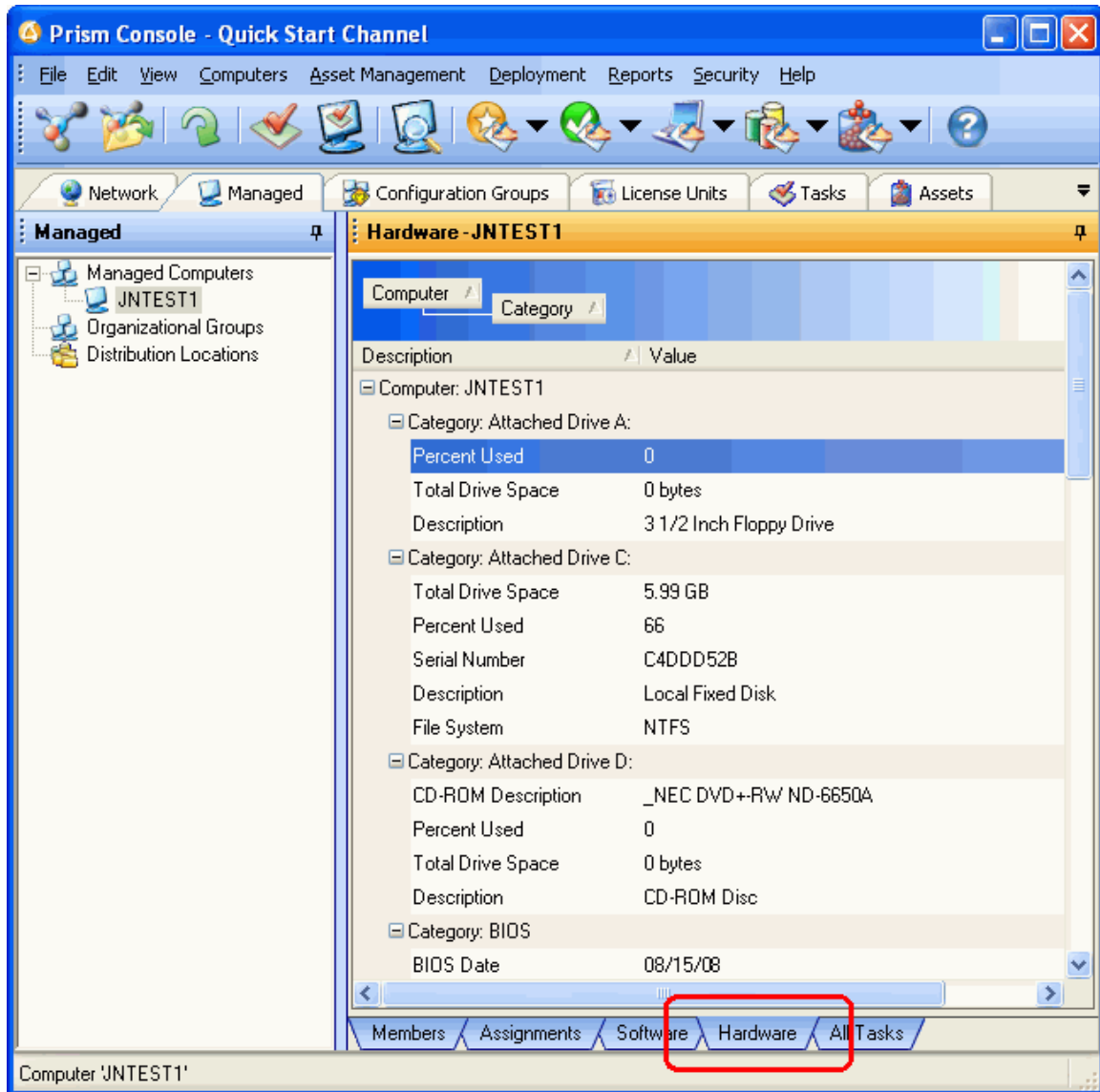
> **Tip!**   When you have a group selected on the Managed tab, the Hardware tab in the details pane can include information on a large number of computers. Click the ⊟ next to the computer to collapse the information. By default, the data is grouped by computer name.

6. In addition to viewing the information on-screen, you have two options for printing the inventory information:

   ▪ Print the information on-screen. Select **File | Print** to print the contents of the details pane on the right side.

   • Generate a Prism report, then print or export it from the report window.

      – Select a report from the Reports menu.

   – Click one of the report icons in the toolbar, then select from the drop-down list of reports.

Managing Software Licenses

Asset Manager is designed not only to help you identify information about software applications on managed computers, it also helps you actively manage the licenses for those applications. When you manage a license unit, Prism displays a pie-chart and statistics that provide immediate feedback on the status of license compliance among your managed computers.

To record or check the current status of a software license:

1. Go to the *License Units tab* in the tree view on the left side of the main window. In the tree view, Prism displays a list of all the license units identified on your computer. A license unit represents a single application or a suite of applications. A license unit is covered by a single license. Typically, the applications or suites that make up a license unit differ only by version. The license unit may also include support files or alternate executables.
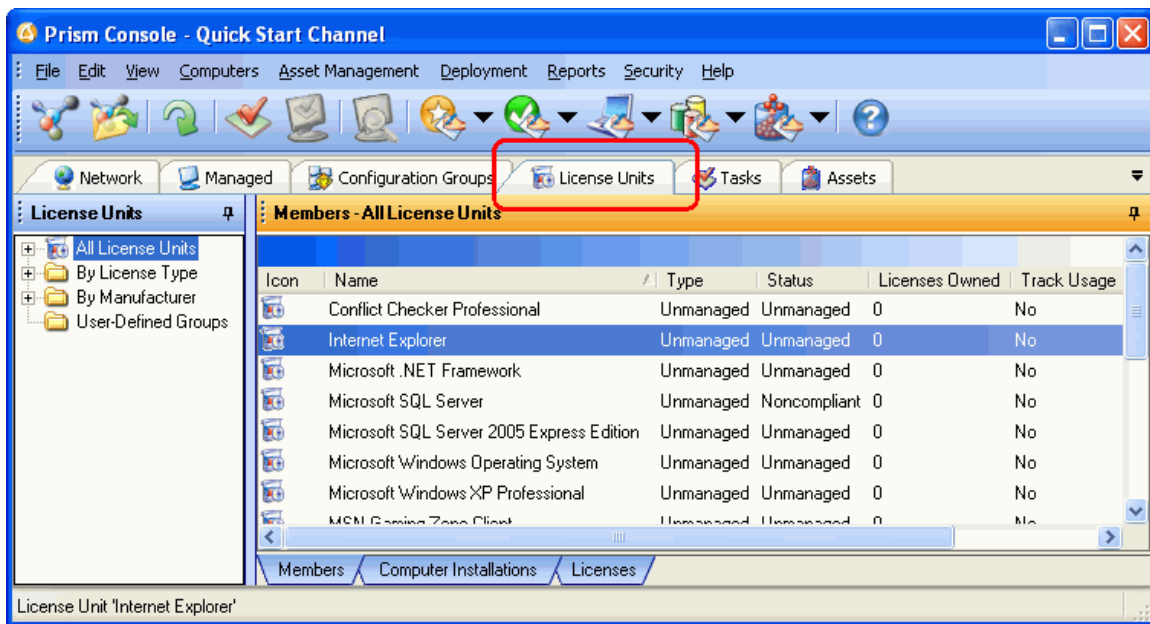

Tip!   With the Licenses tab selected in the details pane, Prism shows a pie-chart representing the level of compliance with your software licenses. For this pie-chart to reflect the status of a specific license unit, that license unit must be managed. Through the following steps, we will manage and record a license.

Tip!   Prism lets you create your own custom groups for license units. Simply right-click on the *User-Defined Groups* folder and select **Create Group** from the pop-up menu. Populate the group by first selecting and then dragging applications from the License Units tab. For example, use a custom group to quickly identify and check the status of all your security applications or accounting software

2. If you have been browsing through the tabs, choose the *Licenses* tab at the bottom of the details pane.
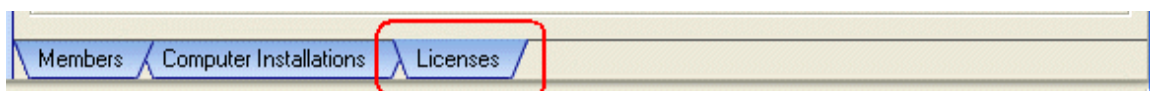
3. Highlight the Internet Explorer license unit in the tree view. (If you do not have this application on your evaluation machine, choose a different license unit.)
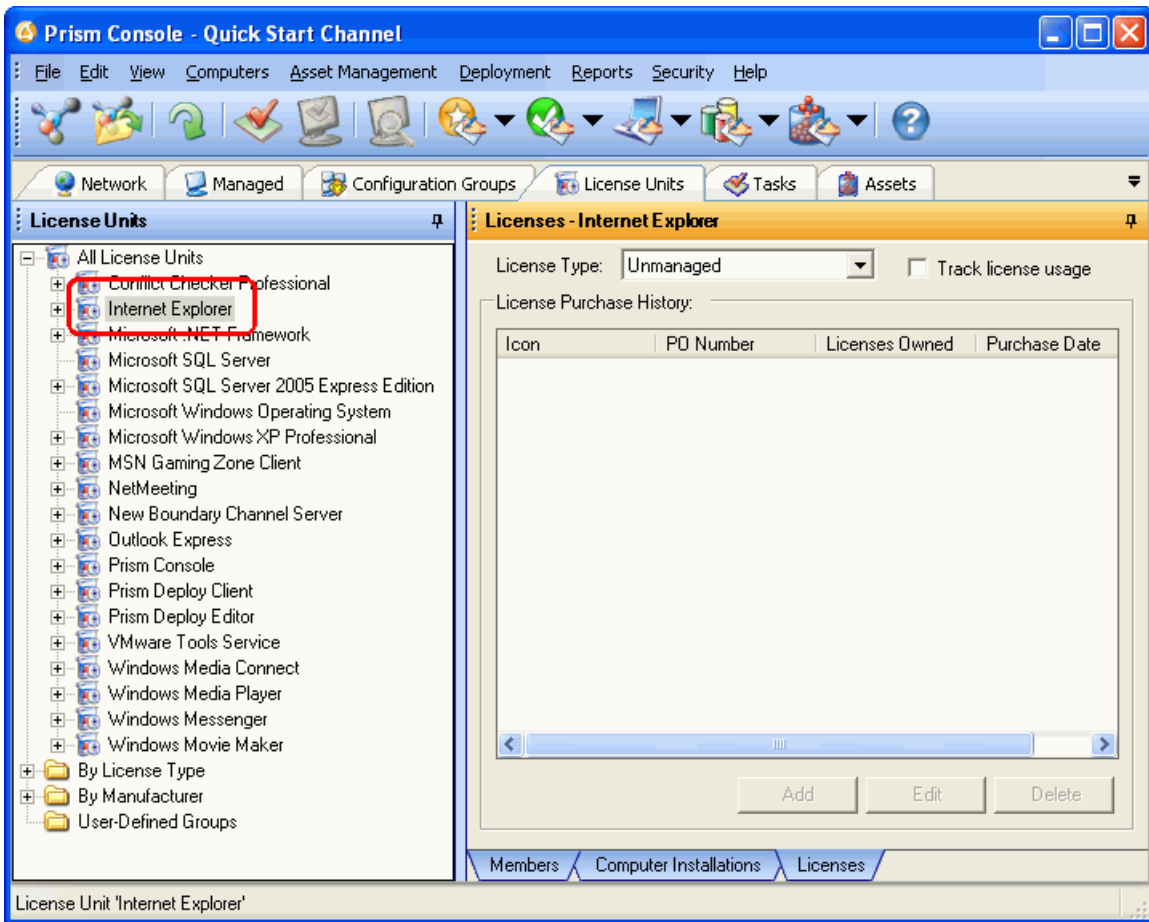
4. In the **License Type** field at the top of the Licenses tab in the details pane, select **Per Seat** from the drop-down list.
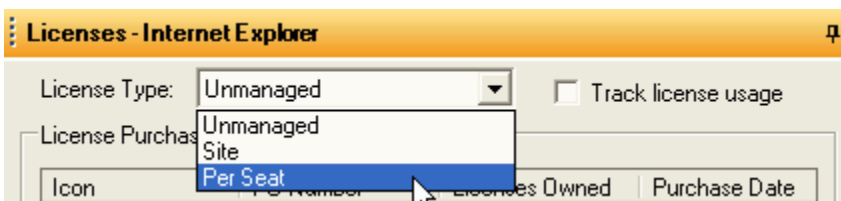
By selecting a type of license, you are letting Prism know that you want to actively manage the licenses for this application. The contents of the details pane changes to reflect the status of this application.

At first, the pie-chart is solid red to show you that the license is out of compliance. We will fix that by recording a license for this product.

5. Click the **Add** button at the bottom of the Licenses tab in the details pane.

6. On the ***Add License Purchase*** dialog, confirm that there is a **1** in the **License Count** field. You are recording one license for this product. Click **OK**.

7. The **Licenses tab** in the details pane now shows the status of your Internet Explorer license. You are in compliance!


Tracking License Usage

Asset Manager allows you to monitor actual usage of any inventoried license unit. It does this by monitoring all uses of the applications that make up that license unit, and aggregating this information in the console to indicate how often the license unit is actually being used.

To track usage of a software license:

1. Before enabling usage tracking, we will first configure Asset Manager to collect usage data continuously. While this is not recommended for production systems, it allows you to see the usage data more quickly.

    1. From the *File* menu, select *Channel Properties*. This opens the *Channel Properties* dialog.

    2. Select the *Maintenance* tab.

    3. Make sure *Recalculate license usage levels* is checked, and select *Continuously* from the drop-down list. This tells Asset Manager to compute usage levels in realtime rather than hourly or daily.

    Important Make sure to revert this setting to Hourly or Daily prior to going into production.
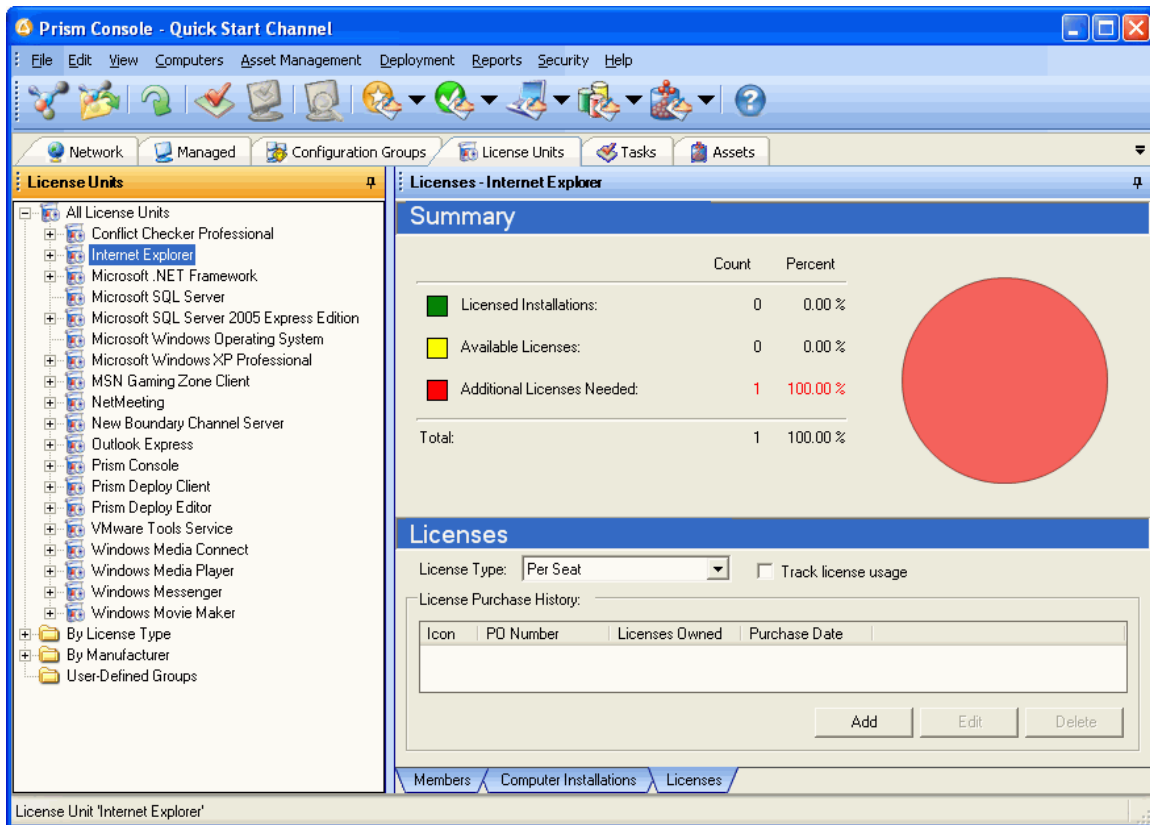
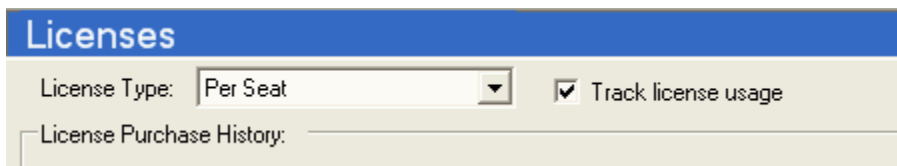2. Go to the **License Units tab**.
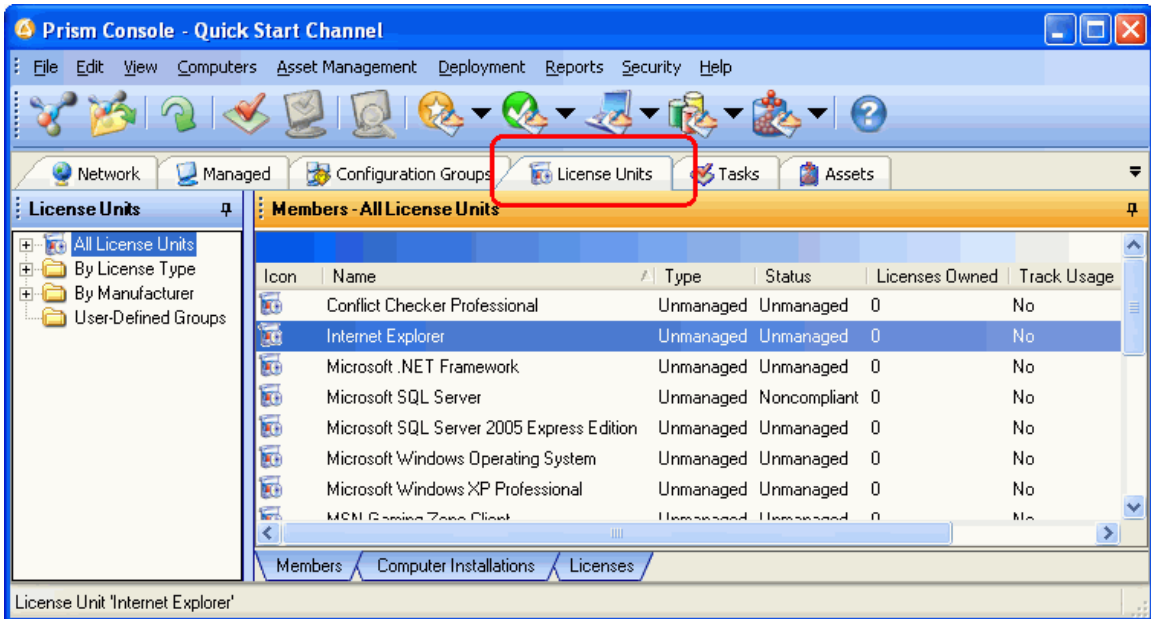
3. Choose the **Licenses** tab at the bottom of the details pane.

4. Highlight the Internet Explorer license unit in the tree view. (If you do not have this application on your evaluation machine, choose a different license unit - one that is easy to launch.)

5. Check the **Track license usage** checkbox next to the **License Type** field. Asset Manager will immediately begin monitoring all launches of Internet Explorer (or whatever license unit you selected).

6. Click the **All License Units** node in the tree, and select the **Members** tab. Sort the grid by clicking on the **Track Usage** column and scrolling as necessary to see the license unit. You will see that the **Track Usage** setting for that license unit is "Yes", and the **Usage Level** is "Never" (if it says "Not tracked", press **Refresh**).
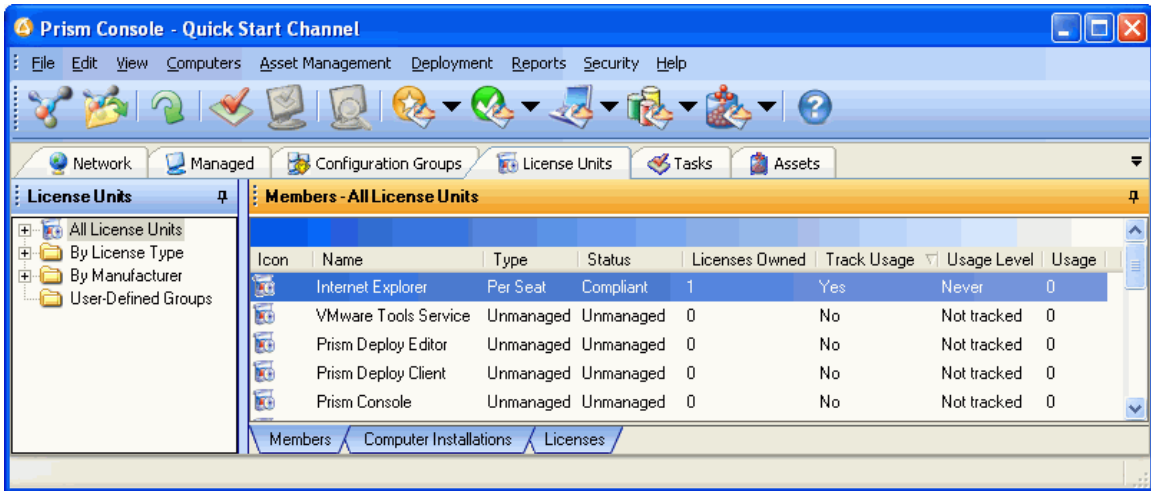
7. Now run the tracked application a few times. Go to the **Start** menu on any managed machine where Internet Explorer is installed, and launch it.

8. Return to the Console and select the **Members** tab. Press the **Refresh** button in the toolbar. The **Usage Level** should be "Daily" (depending on how many times you launched it and how long you waited). Also, note that the Usage is 1, meaning that the license unit has been used on 1 computer.

Discovering Network Devices

Network Discovery helps administrators understand what devices are connected to their networks - their type, manufacturer, and other information - and when they join and leave the network. Configuring Network Discovery involves selecting one or more Clients to do the scan and the defining the range of IP addresses they should scan. Once configured, the scan begins immediately and remains active in the background. Scanned devices appear in the Assets tab.

To see Network Discovery in action, follow these steps:

1. From the **Asset Management** menu, select **Configure Network Scan**. This opens the **Network Scan Configuration** dialog.
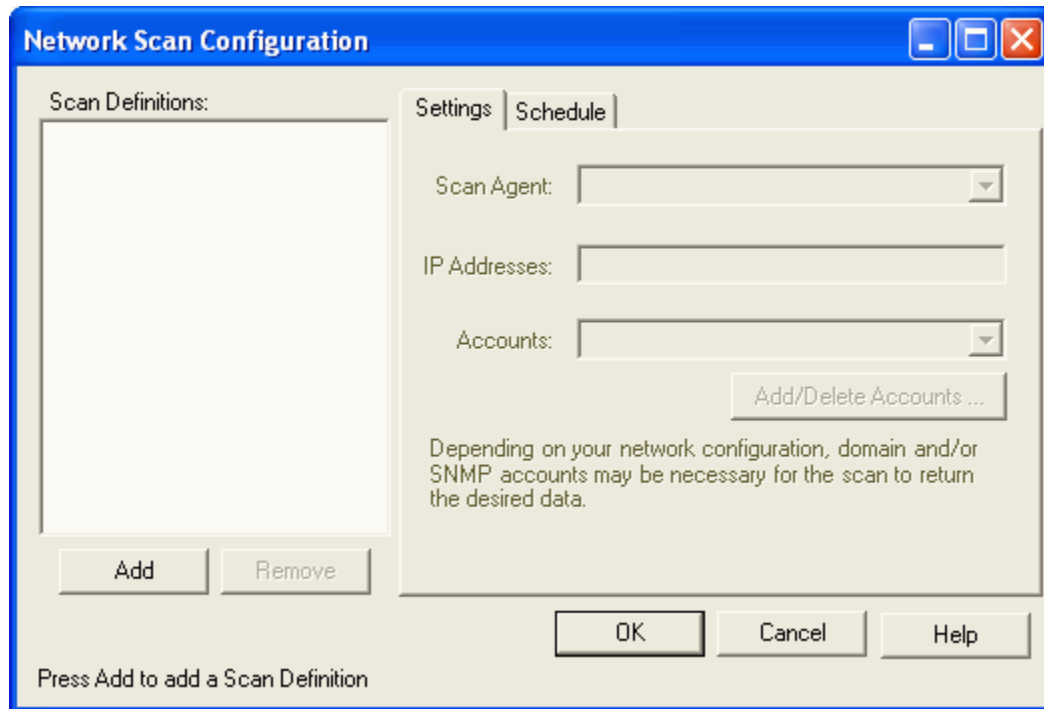
2. Press the **Add** button. This creates a new Scan Definition named "Network Scan", which typically corresponds to a subnet that you wish to scan. Rename this scan definition if so desired.

3. In the **Scan Agent** drop-down list, select a Client to serve as the "Scan Agent". The Scan Agent is simply a client designated to run the scan. It is typically (although does not have to be) in the same subnet that it will scan.

4. In the **IP Addresses** textbox, enter the range of IP addresses that this scan agent should scan. For example, 192.168.1.1 through 192.168.1.254:
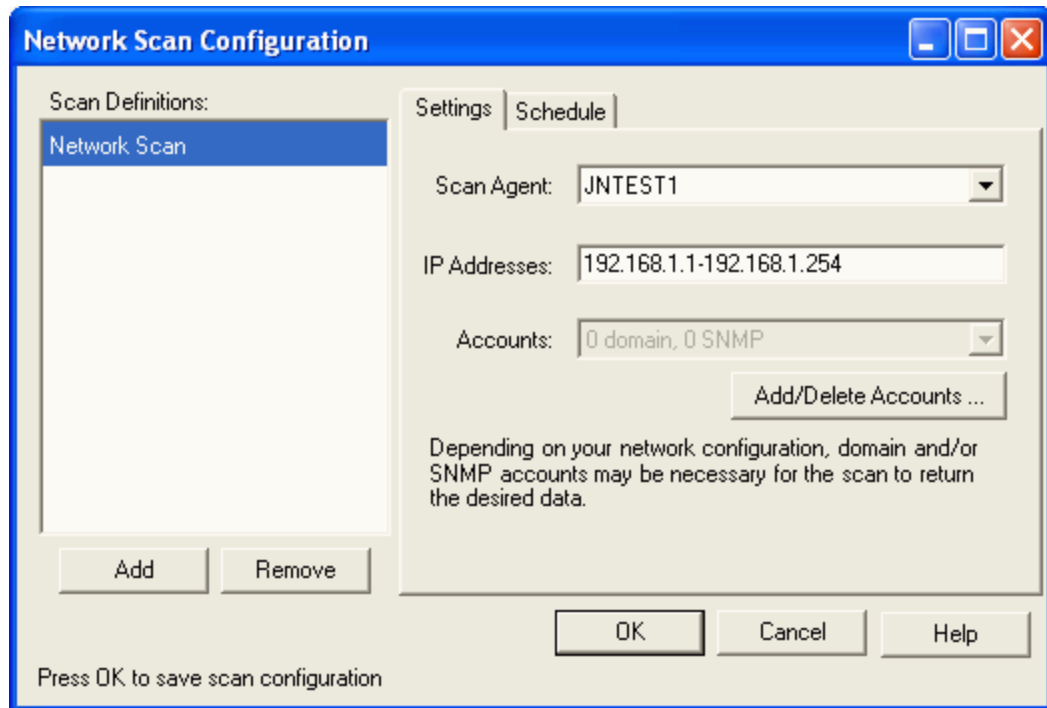

5. Permissions *may* be required to run a network scan in your network. Network Discovery uses Windows APIs and SNMP to perform the scan. Hence, domain and/or SNMP credentials may be required for the Scan Agent to successfully perform the scan. Check with your network administrator to determine the accounts necessary to run the scan. If there are some, then:

   1. Press the **Add/Delete Accounts** button. This opens the **Accounts** dialog.

   2. Select the **Domain** or **SNMP** tab, and press **Add** to add credentials (account credentials for Domains, community strings for SNMP).

   3. Repeat (2) as required.

   4. Press the **OK** button.

   5. In the **Account** dropdown list, select any accounts necessary to perform the scan within the defined IP range. The dropdown list will show how many of each type of account are configured for this Scan Agent.

6. Select the *Schedule* tab. On this tab, you define how often and how deeply the Scan Agent should rescan the network. Under *Rescan*, select *continuously*. For production, return this setting to its default setting of Hourly (or Daily).
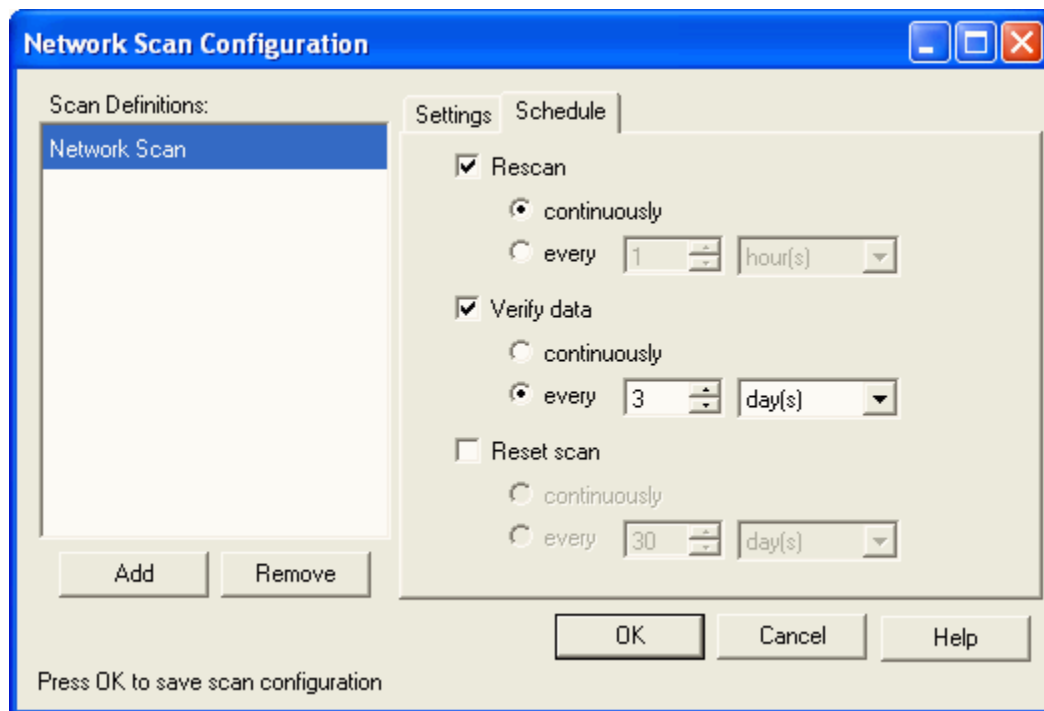

7. Press *OK*. The Scan Agent will immediately begin scanning the IP range you specified, collecting information about the network devices.

8. Now let's see the results of the scan. Start by selecting the *Assets* tab in the Console.

9. In the tree view, select the **Scanned** node. All scanned devices will appear in the details pane as Scanned devices. The scan can take some time to scan all the devices in the range, so the list will grow gradually over time. Right-click on a column heading and select **More Fields** to see other fields to display, such as **Model**. The **Asset Type** column indicates the type of the Asset, if known. If it cannot be detected, the type is "Generic Asset". The **Managed** column indicates whether or not the device is a computer being managed in your Channel.
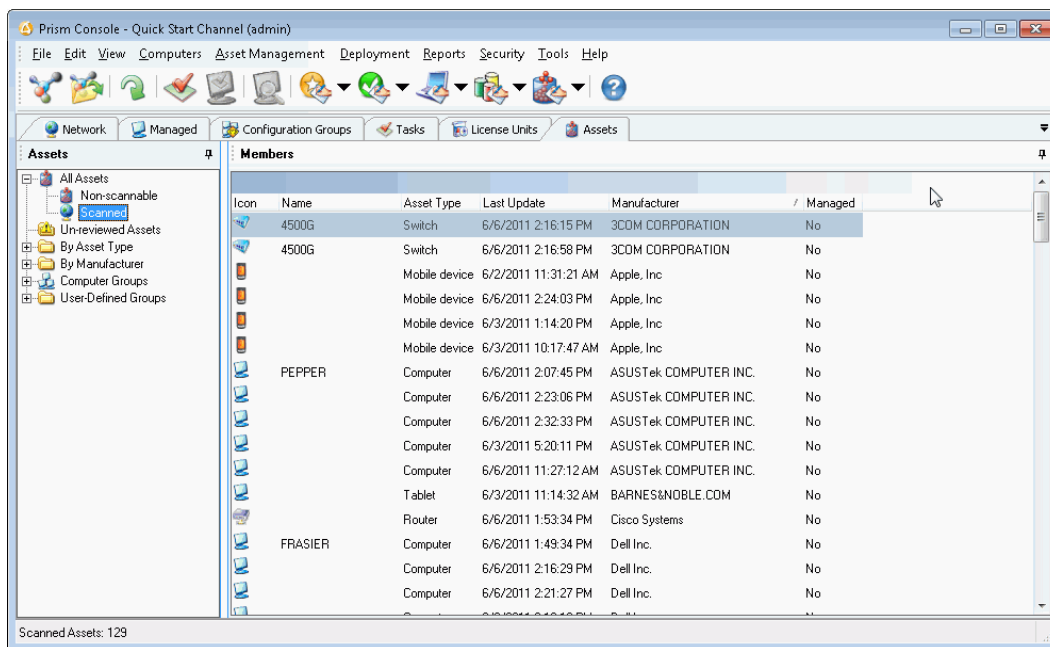
10. Now click the **Un-reviewed Assets** node. The details pane will show all Assets that you have not marked as "Reviewed". Select an Asset, right-click, and select **Mark as Reviewed**. The Asset will be automatically removed from the list. Typically you will mark Assets as "Reviewed" after you have examined and assessed the Asset and perhaps adjusted some of its properties. The **Un-reviewed Assets** node in the tree will display an exclamation point icon when there are Assets to be reviewed. This visual indicator provides a quick way to see if there are any new Assets that have been scanned on the network.

11. There are other nodes in the tree that are automatically created and populated. The **By Asset Type** node organizes your Assets by their type.
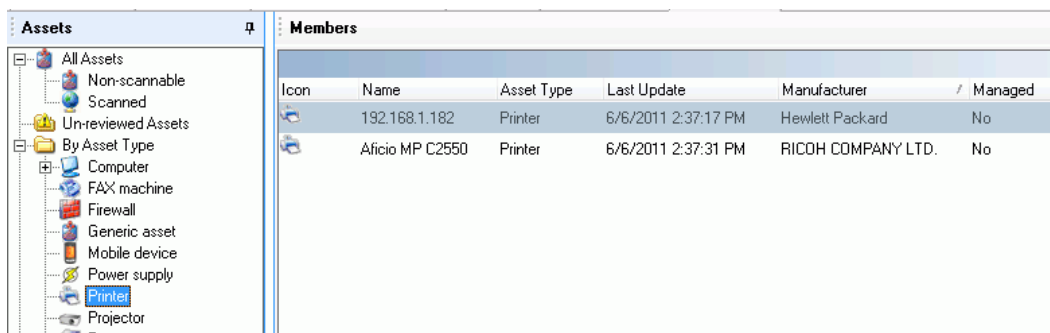
12. Now select the ***By Manufacturer*** node. This node organizes your Assets by their manufacturer. The groups are created and populated automatically. The specific sub-nodes under the ***By Manufacturer*** node will depend on your specific devices. The manufacturer is specified by the MAC address of a scanned device. The mapping of MAC addresses to manufacturers is maintained by the IEEE standards organization.

Review

Now, you have seen how easy it is to manage computers, inventory your computer, track license usage, scan the network, and view the results through the Console.

Next, we will see Prism's Smart Update in action.

## Exploring Smart Update and Configuration Groups

Introducing the Power of Smart Update™ and Configuration Groups

The revolutionary *Smart Update* technology in Prism provides administrators full and instant access to the hardware, software, and network configuration of target computers. You can quickly and easily target a specific group of computers based on their configuration, providing complete control over the most complex deployments and inventories.

The possibilities are endless; the Quick Start Channel provides a few examples to get you started. Use these groups as a reference for building your own groups.

Look for these Groups in the Quick Start Channel

To demonstrate some of the ways you can use configuration groups, we have included these configuration groups in the Quick Start Channel. Click on the **Configuration Groups** tab to see these groups in the tree view.
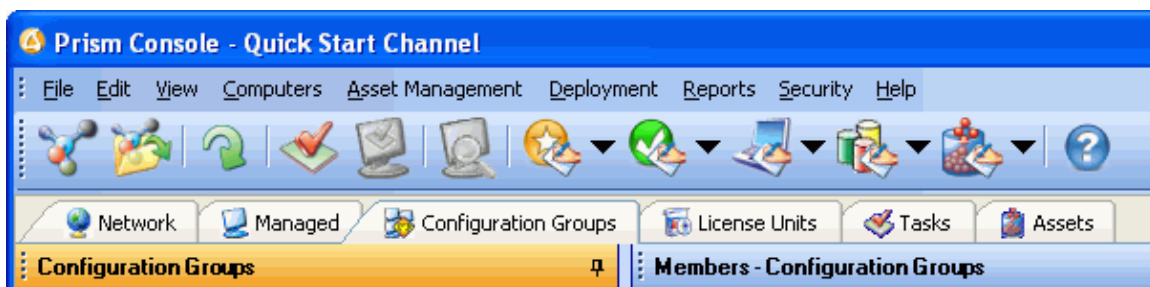
- **Automatic Update Service**: Computers populate the Startup Disabled and Startup Enabled groups, indicating that the Windows Automatic Update Service is disabled or enabled, respectively.
- **Browser Installs**: Computers populate the various IE groups and other browser groups based on the version they are running. Use this group to quickly identify the various browsers running in your environment.
- **Computer Type**: These groups allow you to target Desktops or Laptops.
- **OSRevision**: Computers populate groups based on the service pack level of the operating system they are running—for example, Windows XP Service Pack 2 and Windows 2000 Service Pack 4. This group gives you an instant overview of the variety of operating system platforms you are managing.
- **Populate by Time**: This group populates based on the time of target computers. That way, you can target deployments for "off shift times", when users are not logging into their computers or when bandwidth is not a concern.
- **Windows Installer**: This group allows you to target deployments to computers that have a specific version of the Windows Installer.
- **Sample Group**: Computers populate this group based on sample Tasks that will be installed through this Quick Start Guide. You will see your computer change its group membership(s) based on sample Tasks that are installed.

Tip!   Use configuration groups in the Quick Start Channel as a reference for your own groups.

To view the underlying rule for a user-defined configuration group:

(1) Simply right-click on a subgroup listed on the Configuration Groups tab and select **Properties** from the pop-up menu.

(2) On the **Group Properties | General** tab, click the **Edit Rule** button.
 (This button is available only for user-defined groups.)

(3) In the **Rule Editor**, you can view the rule, make changes, and save it to a file that you can import into another Prism Channel.

Note: For more information on setting up groups, see "Creating Categories of Computers with Groups" in the Console online Help.

Viewing the Configuration Groups

Next we will explore the power of Configuration Groups. Prism has already placed your computer into a configuration group, based on its characteristics. In the next section, you will see it populate a different group, reflecting the changes made by deploying a Task to your computer.

To view the members of a configuration group:

1. Click on the *Configuration Groups* tab.
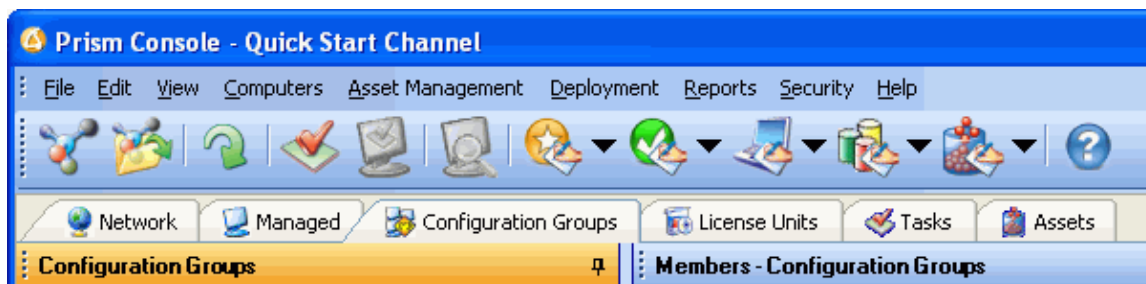
2. Expand the *Sample Group* by clicking the **+** next to the group name in the tree view pane. Then click the **+** next to the *All Others* group name to expand this subgroup.

When you highlight the *All Others* subgroup, your computer is listed both in this branch and on the Members tab in the details pane on the right side of the window.
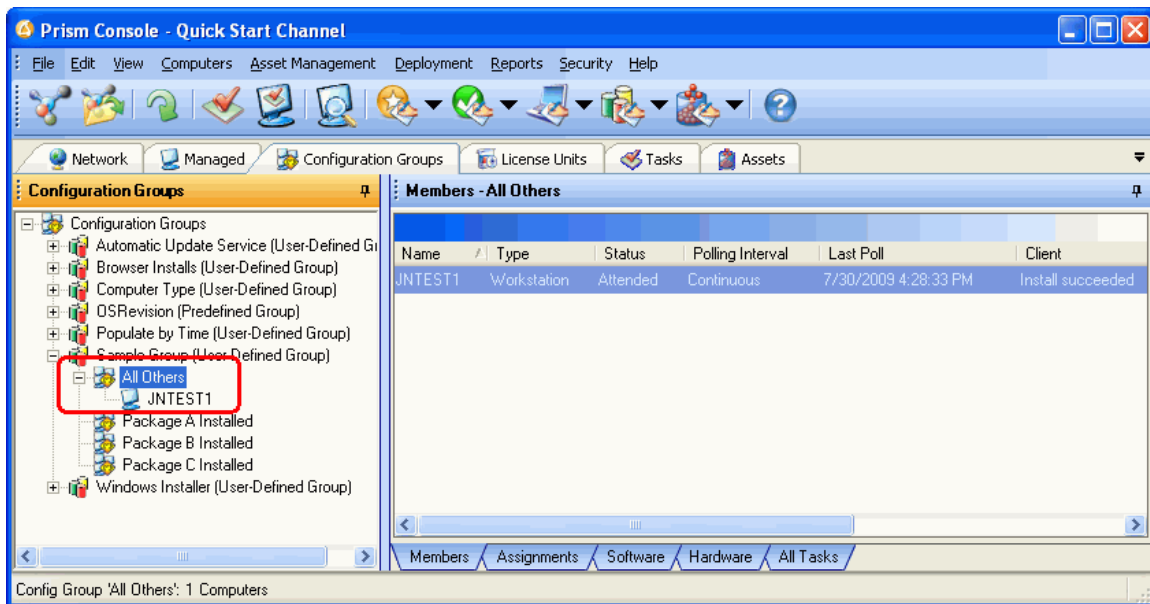
> **Tip!** The All Others subgroup contains all computers that are not part of any of the other subgroups within the Sample Group. Creating an All Others group is one of the configuration group options. Use this feature to target all the computers on your network that don't meet your defined requirements.

3. Look for your computer in the other groups set up in the Quick Start Channel. Chances are it matches one or more of the groups.

In the next section of this *Quick Start Guide*, you will watch your computer move from one subgroup to another subgroup within the Sample Group as you deploy Tasks that immediately show up on your computer and are reflected in the Console.

> **Tip!** Servers can subscribe to Channels and receive updates just as easily as workstations. Many of our customers use Prism to update and manage Citrix Servers.

Deploying Changes through the Console

Prism can deploy any administrative task to target computers. For each Task, choose the Task type that suits your needs. Prism uses these types of Tasks:

- **Package**: The Task installs a Prism Package you created. Prism Packages can include many types of changes, including complete application installations, upgrades, and uninstalls. A Package can also represent smaller items like registry and file changes, NTFS permission settings, and even printer installations. In the Building Prism Packages section, you will create a sample Prism Package.

- **Command**: A Command Task runs the command you define, whether this is related to Prism or completely unrelated. Commands can silently install operating system service packs, kick off a Windows Installer file, launch a Prism-specific command, or execute any task you need to accomplish. Commands can run under any account you specify.

- **Script**: A Script Task plays a Prism script (.PTS) you wrote. The script adds logic to the deployment. For example, use a Script Task to determine the operating system version on target computers, to string multiple Prism files together, or add advanced logic to your deployments. (Prism also offers other methods for deploying to a specific operating system.)

- **Windows Installer (MSI)**: An MSI Task runs the MSI file you specify. You can select various MSI installation types and command-line options, and they can run under any account you specify.

To use Prism commands for a Task, they must be contained in a Prism script. For information on Prism commands and scripts, see "Scripting Prism Tasks" in the *Deployment Guide* or Console online Help.

Deploy a Task to Your Computer

The Quick Start Channel includes a sample Task you can deploy to your own computer. The sample Tasks will do nothing more than install shortcuts to your desktop.

Important! The sample Package is stored in the local Prism folder, so it can be only deployed to the local machine. When you are ready to deploy this Package or other Packages to other computers, move the Prism file to a network share or other location that is available to all of the target computers. Then, update the *Task Properties | Command tab* to point to the new location.

1. Click on the *Tasks* tab.
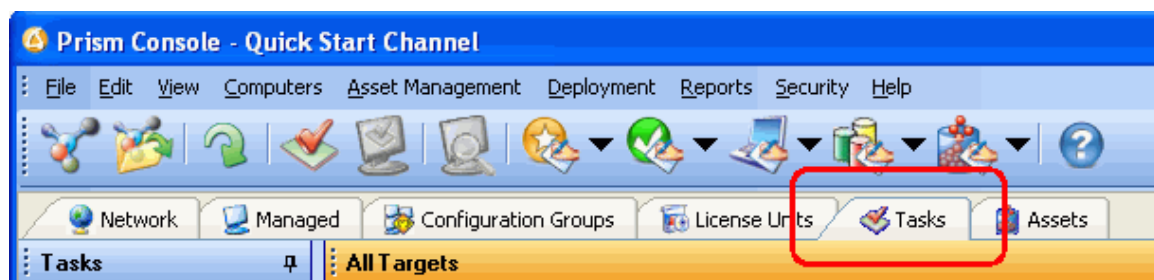
With the Tasks tab selected in the tree view, you have several tabs available at the bottom of the details pane. Switch between these views to quickly check the available Tasks, see their assignments, or view a list of computers and groups so that you can deploy changes simply by dragging and dropping.
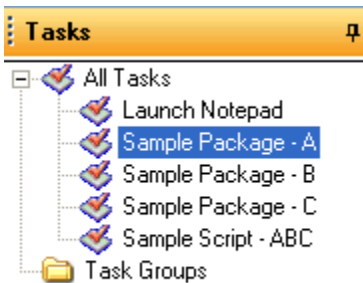
2. Click on the **All Targets** tab at the bottom of the details pane on the right side of the main window.

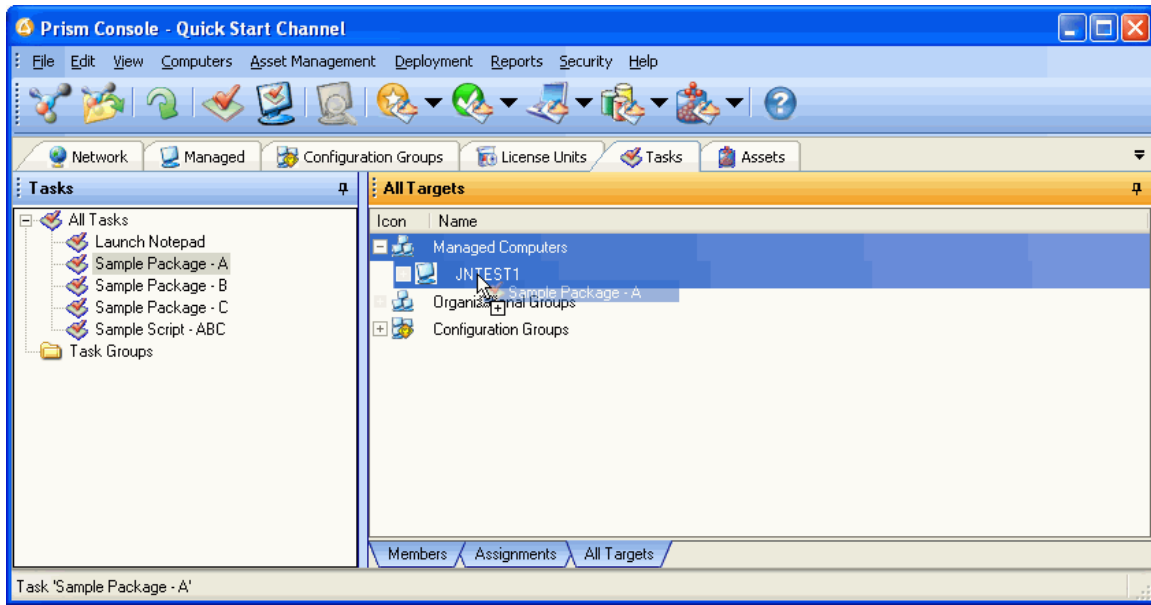3. Click on the **+** sign next to **Managed Computers** (in the details pane) to view your computer.
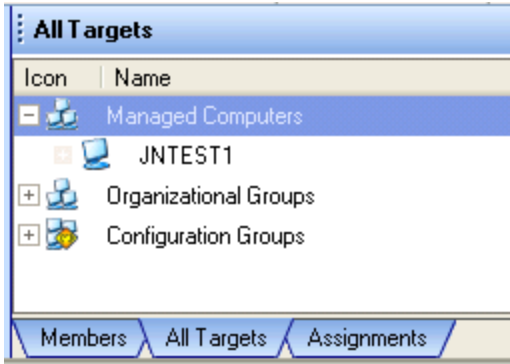
4. Highlight the **Sample Package - A** Task in the tree view on the left side of the Console window.


When it is installed, this Task creates a shortcut on your desktop.

5. Drag the Sample Package – A Task onto your computer in the details pane on the **All Targets** tab in the details pane.

> **Tip!** Apply the Task to all of the members of a subgroup by dragging the Task onto the subgroup name. The Task is then scheduled for all of the computers in that subgroup, at the same time. You can still view the deployment results for each computer, but you do not need to install the Task for each one separately.

6. Now choose a deployment schedule. Make sure the default option—**Install the task**—is selected. Click **Next**.
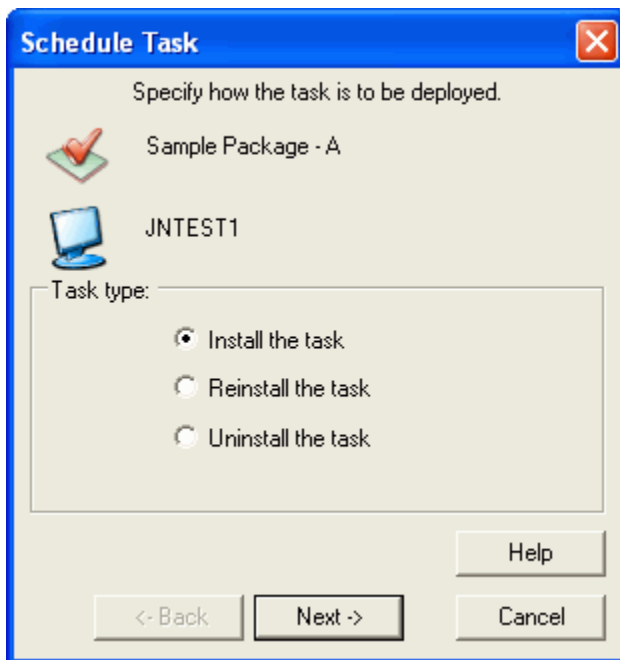
7. Specify when to start the deployment. Make sure the default option— **Process the task as soon as possible**—is selected. Click **Finish**.
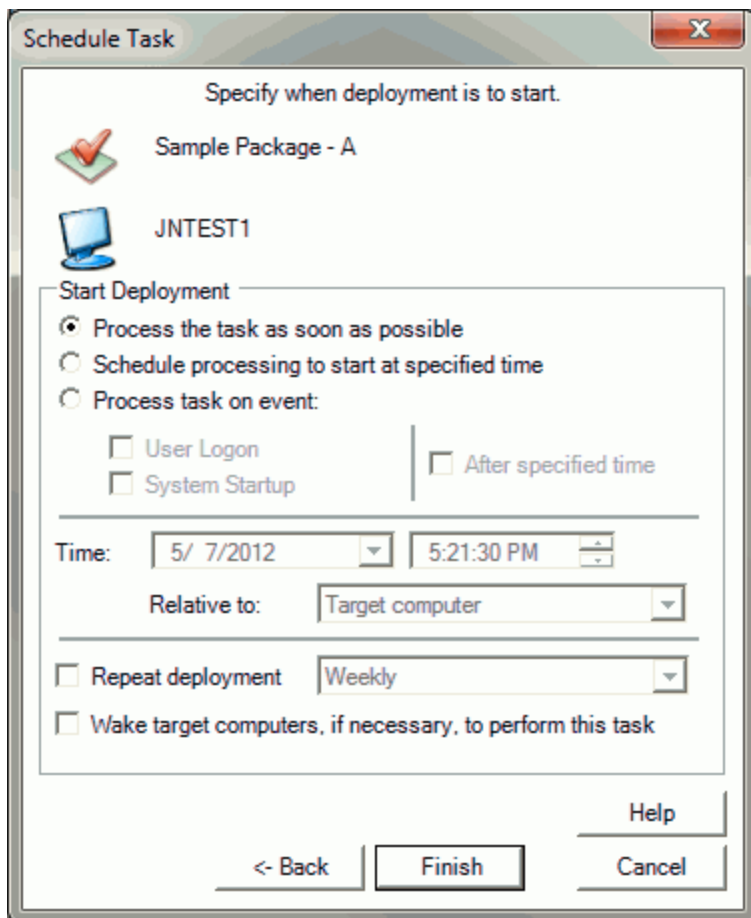
Tip! Notice that this dialog includes a Wake on LAN option. With this option selected, if the target computer is turned off or shut down when the Task is scheduled for installation, the Channel attempts to wake up the computer and install the Task.

For this option to work, the target computer must have the appropriate hardware and be correctly configured to support Wake on LAN via Magic Packets™.

Tip! If you are deploying a Prism Package over a dial-up or other less stable connection and the connection fails while the Prism Package is installing, Prism's Checkpoint/Restart feature kicks in. It takes care of restarting the installation at the point where it left off. When the Package has been successfully installed, it is noted in the Deployment Summary report.

See the *Packaging Guide* or online Help for more information on this feature.

> **Tip!** Prism lets you run any Task in unattended mode, letting you install a Task at a time when no one is logged on to the target computer.
>
> (1) After creating the Task, highlight it on the Tasks tab.
>
> (2) Open the *Properties* by right-clicking on the Task name and selecting **Properties** from the pop-up menu.
>
> (3) Go to the **Properties | Execution** tab.
>
> (4) Select the **Allow unattended Installation** option.
>
> By default, the Task is installed under the Local System account on the target computer when no one is logged on.
>
> If the Task you are deploying needs access to a resource located on the network, make sure to specify an appropriate account under the **Run as** option.

8. In just a few seconds, the Task—**Sample Package A**— is deployed to your computer. Check the desktop to confirm that the Task was successful. The Package A shortcut should now be visible.

9. Return to the Configuration Groups tab.
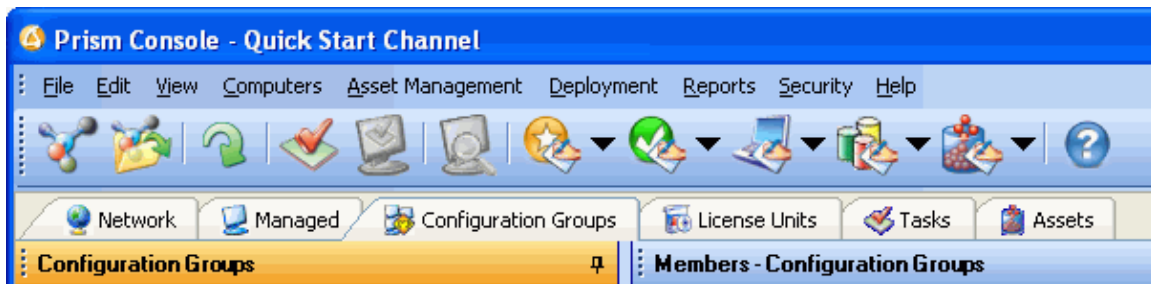
10. Notice that your computer has moved to the **Package A Installed** sample group. This group is formed with a configuration rule that looks for the presence of the Package A shortcut on target computers.
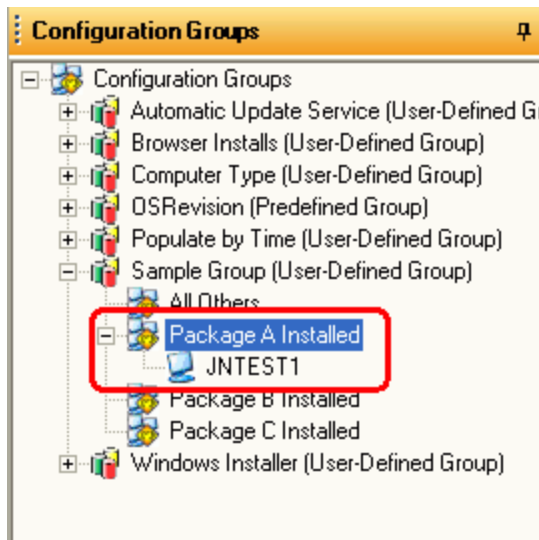
View the Successful Deployment in the Reports

Prism reports provide detailed information on the deployment of Tasks, the status of computers and groups in the Channel, and the actions taken by the administrator or other users. After generating a report, you can filter the data, group it by category, or set the sort order to refine and rearrange the output. Reports can be viewed on screen for a quick summary, exported to a file for further analysis, or formatted and printed directly from the Console.

To view a report on the Task deployment that you just completed:

1. Click the ![icon] icon in the Console toolbar or select **Reports | Deployment Reports**.

2. From the list of Deployment reports, select the **Deployment Summary** report.

3. The Deployment Summary report lists the Task that you deployed to your computer. This report window lets you print, export, or customize the report results.
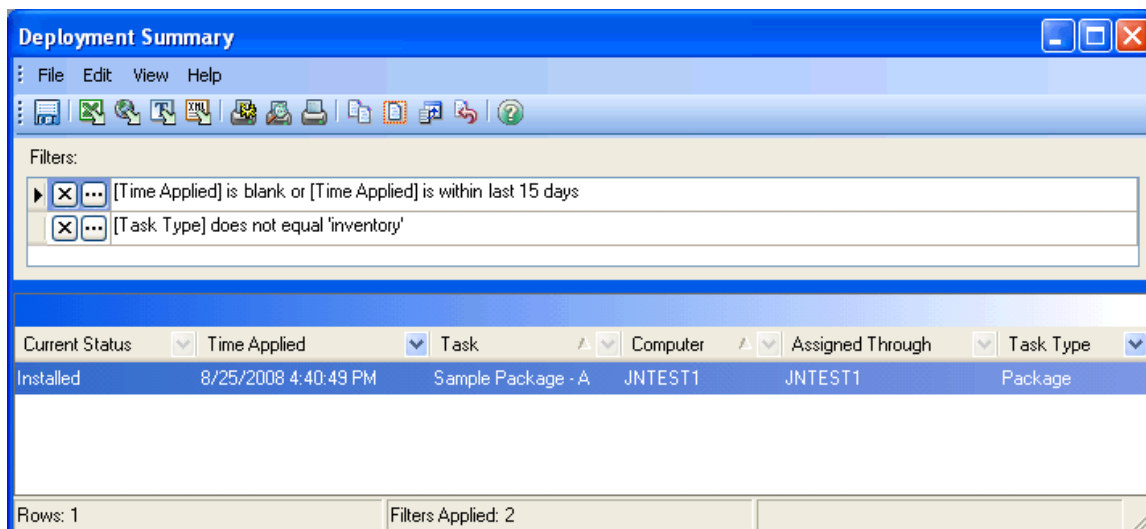
The Deployment Summary report shows the current status of the Task, when it was applied, and other detailed information. This report is a summary. For more detailed deployment information, see the other deployment reports.

Uninstalling a Task

Along with pushing changes out to target computers, Prism also lets you uninstall any of the changes that you installed through the Console.

> **Note**: For Command and Script Tasks, the **Use Uninstall** checkbox must be checked in the Task's properties.

1. Click on the *Managed* tab.

> **Tip!** Prism offers several shortcuts or alternate methods for performing the same actions. To show you how easily you can install and uninstall Tasks through the Managed view, we are going to use that view for this exercise, although it can also be done through the Tasks tab.
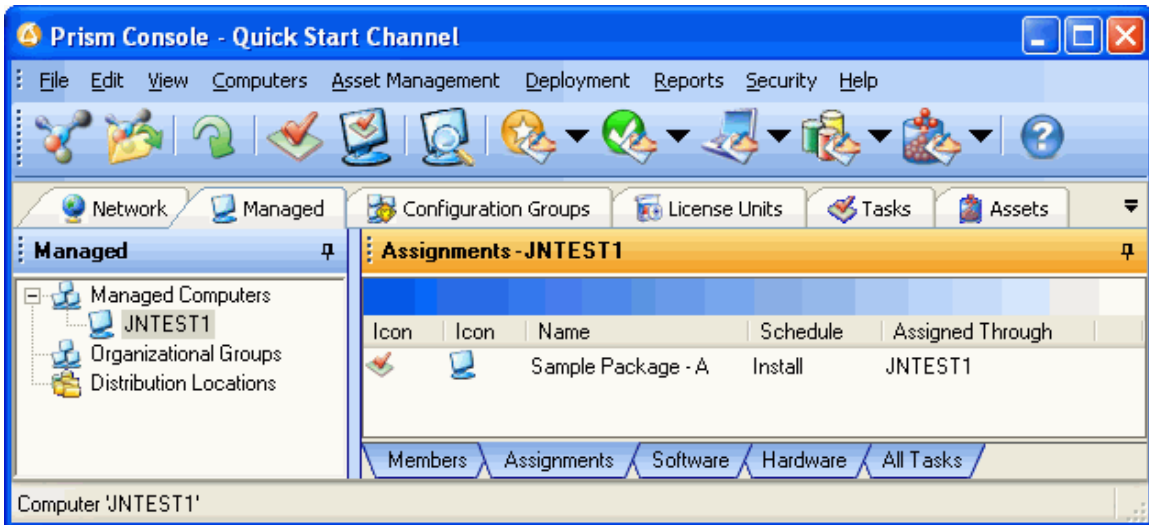
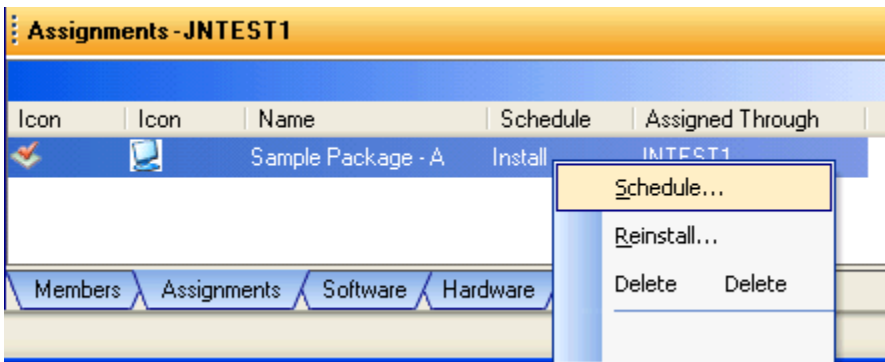2. On the *Managed* tab, highlight the name of your computer.

3. Click on the *Assignments* tab at the bottom of the details pane on the right.
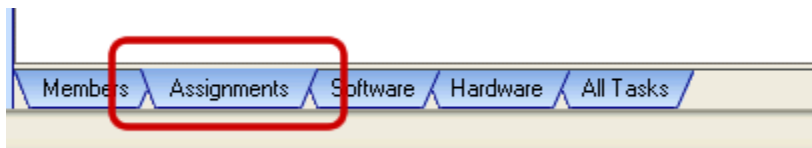
Your computer is listed on the *Assignments* tab, showing the Sample Package A Task that you successfully deployed.

4. Right-click on the Task name in the details pane and select **Schedule** from the pop-up menu.


> **Tip!** You have several options for assigning Tasks—use drag-and-drop as you did in the previous exercise, highlight the Task and select **Deployment | Install Task**, or right-click on the Task name for a list of options.

5. The **Schedule Task** window appears. This time, select **Uninstall the Task**. Click **Next**.
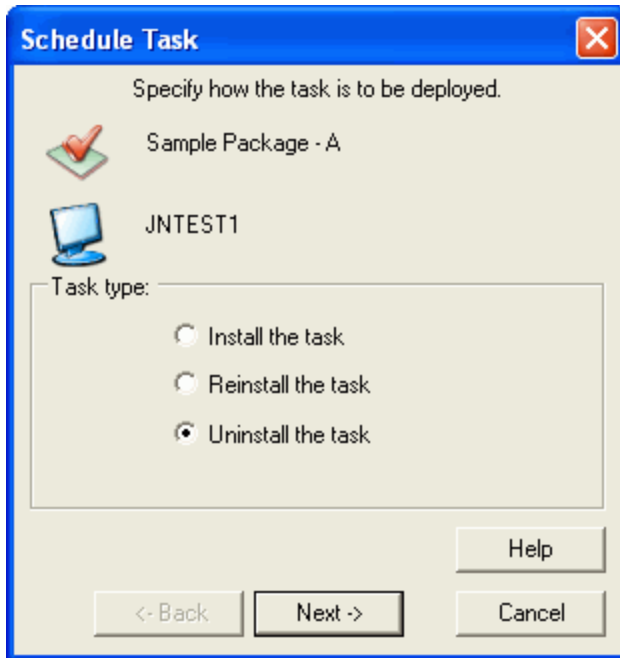
6. Specify when to start the uninstall. Make sure the default option— **Process the task as soon as possible**—is selected. Click **Finish**.
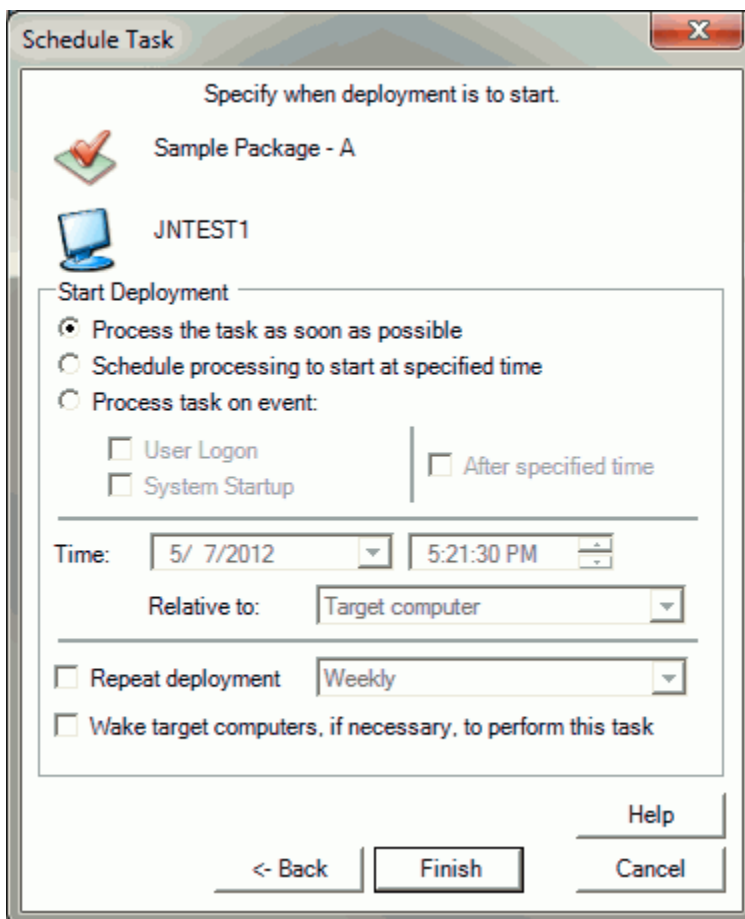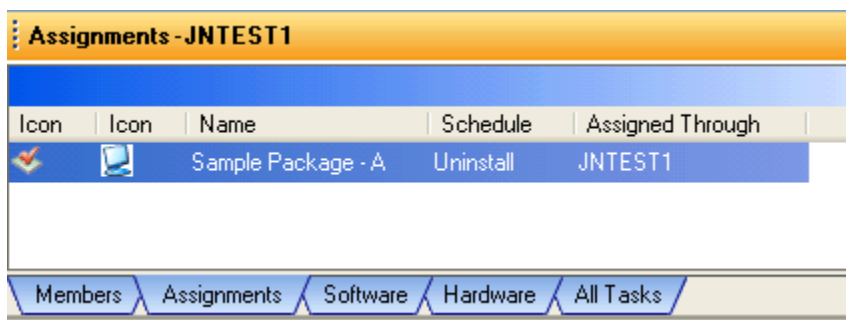
7. Within seconds, the Task—**Sample Package A**— is uninstalled from your computer. Confirm that the Package A shortcut is no longer on your desktop.

> **Note**: When Prism uninstalls a Package, it not only removes information it installed, it also puts the computer back to its pre-deployment state. This includes putting back files and registry entries it may have removed or changed, as well as putting any other settings back to the way they were.

8. If you check the Assignments tab, you will notice that the schedule column for this Task now reads *Uninstall*.

Deploy a Script Task to Your Computer

Script Tasks offer a powerful tool for linking the installation of two or more Prism files or adding advanced logic to your Tasks. The Quick Start Channel includes a sample Script Task that installs three separate Prism files. Each Prism file in the script installs a shortcut on your desktop.

Install a Script Task

If you like, install the **Sample Script - ABC** Task on your computer, following the procedure that you used in the last section. You can also assign a Task in one of these ways:

- **Tasks tab**: Right-click on a Task listed in the tree view, then select **Assign Task** from the pop-up menu. Prism lets you choose from a list of targets, including all managed computers and groups.

- **Managed tab**: Go to the *All Tasks* tab in the details pane. Select the name of a Task in the details pane and use drag-and-drop or the right-click options to assign the Task to a computer or group.

Uninstall a Script Task

Remove the Script Task in the same way that you removed the changes made with Sample Package A.

- Assign the **Sample Script - ABC** Task to your computer.

- Select **Uninstall Task** on the Schedule Task dialog box.

Tip!   Before uninstalling a script or command Task through the Console, you may need to set up uninstall information for the Task. Uninstall information (or the name of an uninstall script) is entered through the Task Properties.

To view the uninstall information for the Sample Script – ABC Task, open the Task Properties by right-clicking on the name of the Task and selecting **Task Properties** from the pop-up menu. On the Task Properties dialog box, go to the *Uninstall* tab. Prism displays the name of the uninstall script file.

Review

So far, we have learned how to use Smart Update to automatically group and target computers, deployed and rolled back software Tasks, and viewed deployment reports.

Next, we build a Package as the basis for a Package or script Task in the Console.

Building Prism Packages

The Editor, a component of the Package Builder, is used to build deployment Packages. A Package can represent *any* software changes you want to deploy to computers in your organization. For example, the Editor can package a large application suite like Microsoft Office or a custom program built in-house. Just as easily, the Editor can package a printer installation, simple updates to the registry, or even the removal of software.

Deployment Packages built with Prism install with near 100% reliability, every time. You will be amazed at how easy it is to build Packages with Prism. Unlike complex scripting tools, building a Prism Package is just a matter of clicking **Next**. Though Prism makes the process simple, its scope is not simple. Prism is distinct in the power, flexibility, and control it gives you over how Packages install in your environment.

Other deployment tools are supposed to save you time by performing an action once rather than repeating it for each user. Unfortunately, they often find it difficult to automate installations when an application requires a unique user name to operate, needs to ensure a system has a certain setup, or requires changes to NTFS and/or registry permissions in order to function. Prism is different.

These are just some of the issues Prism solves.

- **Smart Variables** – When an application needs to insert a unique username into a Package, or you want to ensure an application installs to the right directory—even though it varies on each user's computer—Prism smart variables let you customize a Package so it pulls unique information from each environment for a successful install.

- **Prerequisites** – Prism requirements along with its scripting language let you be sure a computer meets your very detailed requirements before it installs.

- **Permissions** – Prism Packages even capture and package changes to registry and NTFS permissions. You no longer need to use those cumbersome command-line tools to make these changes remotely. And software actually works when users run it!

Important Best Practices

To take full advantage of Prism's powerful, flexible packaging and editing technology, we recommend that you follow the Best Practices listed below. These suggestions come directly from the technical support department and highlight some of the powerful features and concepts of Prism. For more detailed information, see the Editor Help or *Packaging Guide*.

- Use the Expert to lead you through the correct steps in Package creation
- Build Packages on a "clean" machine
- Build operating system-specific Packages when necessary
- Be mindful of reboots
- Launch and configure the application before using Prism's *Find Changes* feature
- Stop newly installed services before finding changes
- Check the paths embedded in the Package using Prism 's *Edit Paths* dialog box
- Set variables as necessary to customize the distribution on each target computer
- Clean extraneous entries out of your Package before distributing
- Test, test, test!
- Always use Uninstall files in your testing environment

Steps to Building a Prism Package

You can launch the Editor from the Start Menu. When you start the Editor, a Package Expert takes you through the steps to build a Prism Package for deploying software.

1. When you start the Editor, it automatically displays the screen introducing the Prism Expert. Click **Next**.
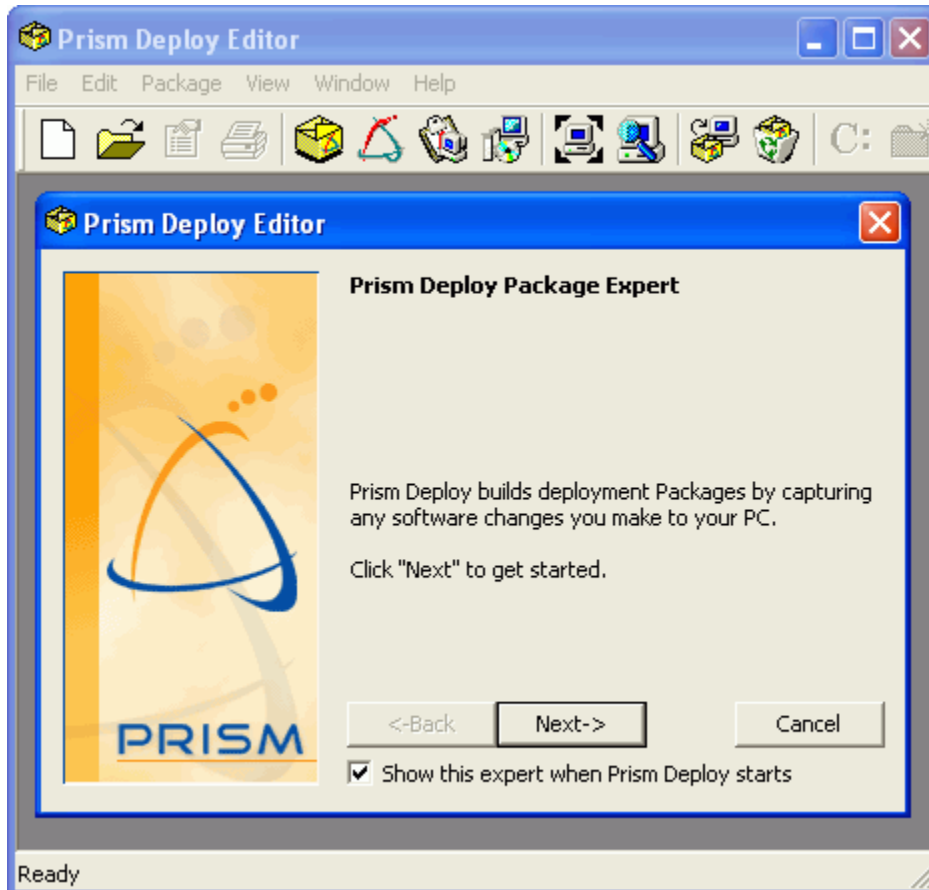
2. The Prism Expert begins by taking a baseline Picture of your computer. This Picture includes information about all files and content on your hard drive.
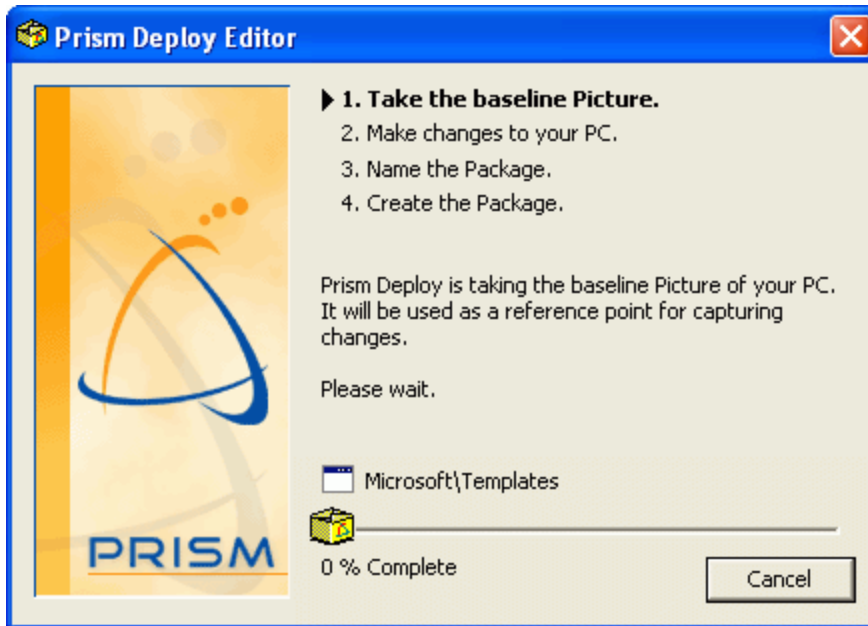
3. When the Expert is finished taking the Picture, it advances to **2. Make changes to your PC**.

At this time, Prism waits for you to install or uninstall software, create or delete files and folders, or make any other changes to your computer that you wish to distribute to other computers.

In this exercise, the change you will make to your computer is simply to create a shortcut to the New Boundary Technologies Web site.

4. Right-click anywhere on your desktop.

If the desktop is not visible because the Editor is filling the entire screen, you have two options for accessing the desktop.

  ▪ If you have the Quick Launch toolbar installed on your taskbar, click on the
    Show Desktop button to minimize Prism. Then right-click anywhere on your desktop.

OR …

- Click **Cancel** in the Prism Expert.

  (1) The Expert asks you what you want to do with the information you have gathered. **Save the information and start where I left off next time** is chosen by default. Click **OK**.

  (2) Close or minimize the Editor.

  (3) Right-click anywhere on your desktop and continue with the next step (creating the shortcut).
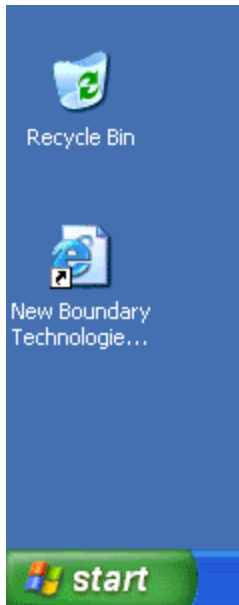
  Later, when you finish with step 8 (viewing the new shortcut), relaunch the Editor by choosing **Prism Deploy Editor** from the **Start** menu. Prism remembers where you left off, letting you continue with the tutorial.

5. From the menu that appears, select **New**, then select **Shortcut**.
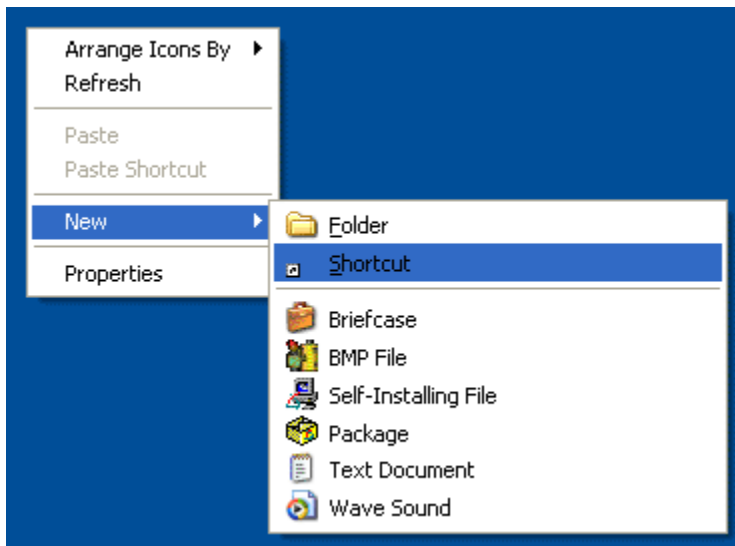
6. In the **Type the location of the item** text box, enter **www.newboundary.com**. Click **Next**.

7. In the **Type a name for this shortcut** text box, enter **New Boundary Technologies Home Page**. Click **Finish**.

8. View your desktop.

A new Internet shortcut to the New Boundary Technologies Web site appears. Depending on which operating system and/or browser you use, the shortcut symbol may appear as the New Boundary Technologies logo, the Internet Explorer logo, the Netscape logo, or another browser logo.

If you closed the Expert in step 4, relaunch the Editor by choosing **Prism Deploy Editor** from the Start menu. Prism remembers where you left off and you can continue with the next step.

9. Return to the Editor. Click **Next** to move on to **3. Name the Package**.
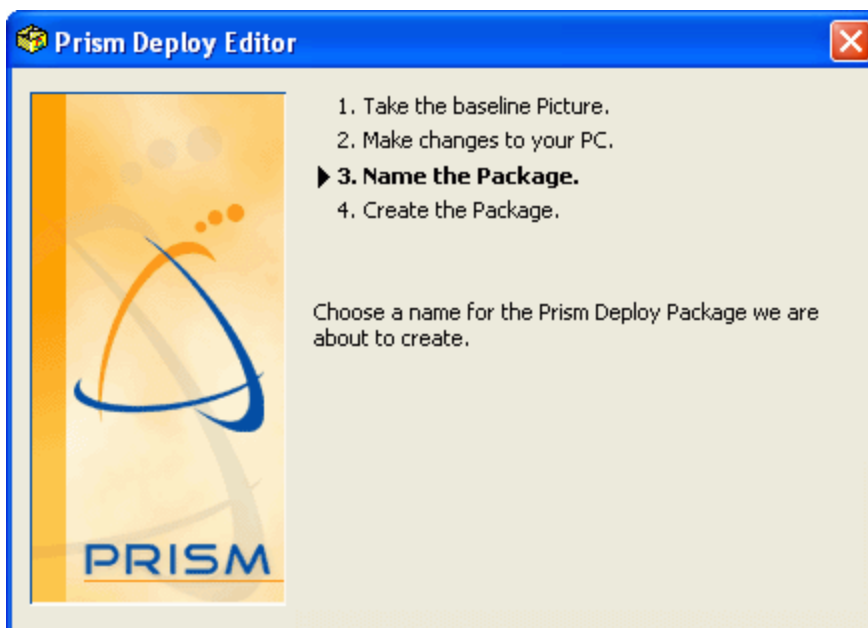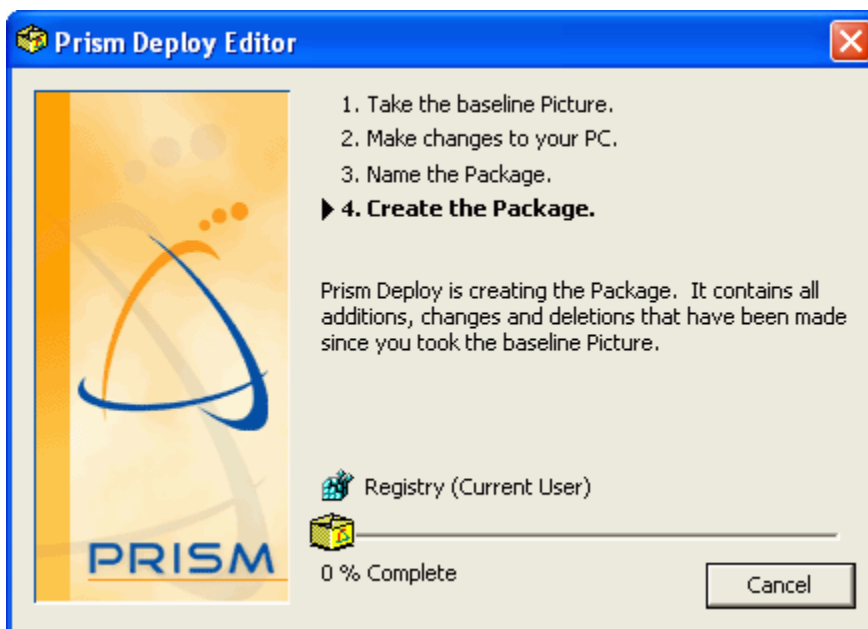

10. In the window that appears, you are asked to pick a file for storing the changes. This name is used for the Package you are about to create.

In the **File name** text box, type **NewBoundaryShortcut**. Click **Save**.
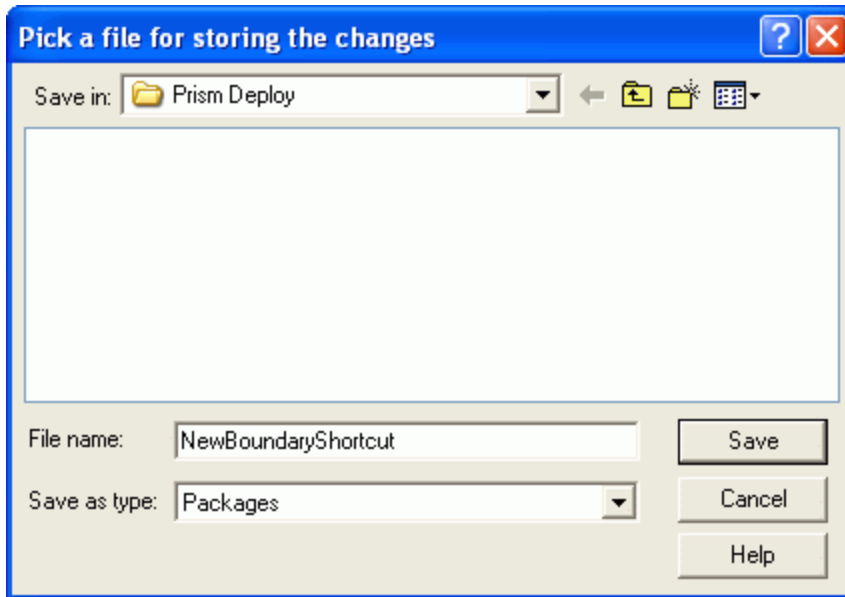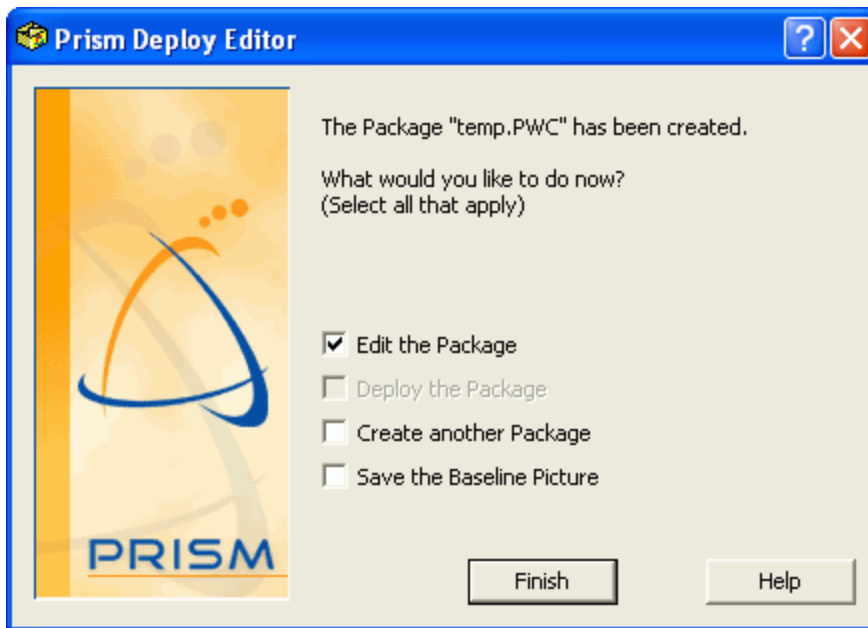
11. Prism creates a Package that contains all the changes you made to your computer while creating the desktop shortcut.

12. Once Prism is finished creating your Package, the Expert asks **What would you like to do now?**
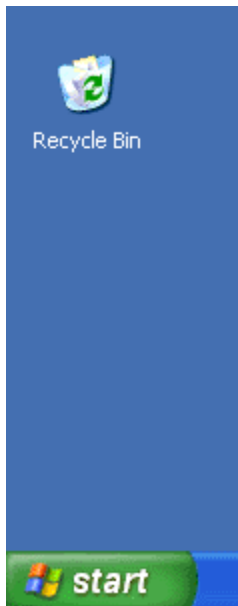
The box next to **Edit the Package** is automatically checked. For this exercise, make sure none of the other boxes are checked. Click **Finish**.

13. Minimize Prism if you cannot see the shortcut you just created.

To continue this exercise, you are going to remove the shortcut, then reinstall it on your computer using Prism.

14. Drag and drop the shortcut to the Recycle Bin.

15. Return to the Editor. The window that opens displays the contents of your newly-created Package called NewBoundaryShortcut.

Browse to the *Desktop* folder to see the New Boundary Technologies Home Page Shortcut that you created.
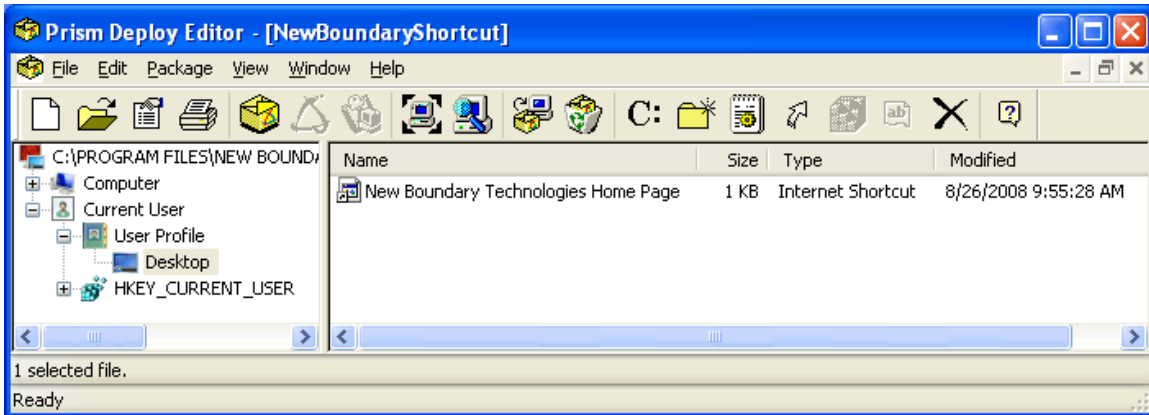
16. When you are finished exploring, you are ready to deploy the Package.

> **Important**: The Package you created is stored on the local drive of your computer. When you are ready to evaluate Prism on multiple computers, save the Package in a shared location relative to target computers.

Deploy your Prism Package to a Computer

After creating a Prism Package, the next step is to return to the Console to create a deployment Task representing the Package (shortcut).

 1. Open the Console from the Windows **Start** menu.

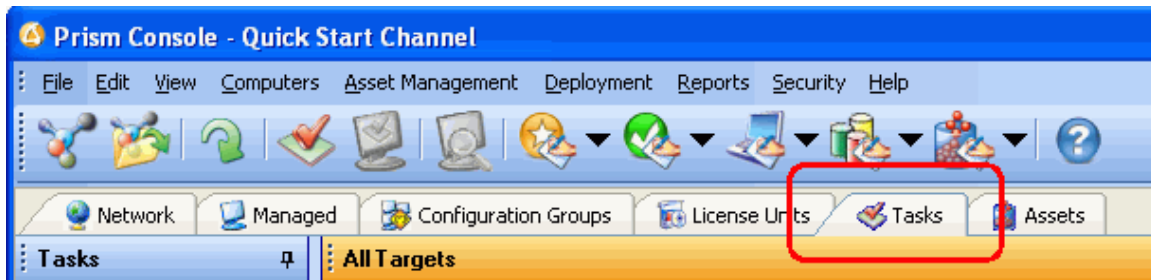> **Tip!**   If you have the Editor and Console installed on the same computer, you can open the Console directly by clicking in the Editor's toolbar.

 2. If the ***Select the Channel you Wish to Manage*** dialog box opens, highlight the **Quick Start Channel** and click **OK**.
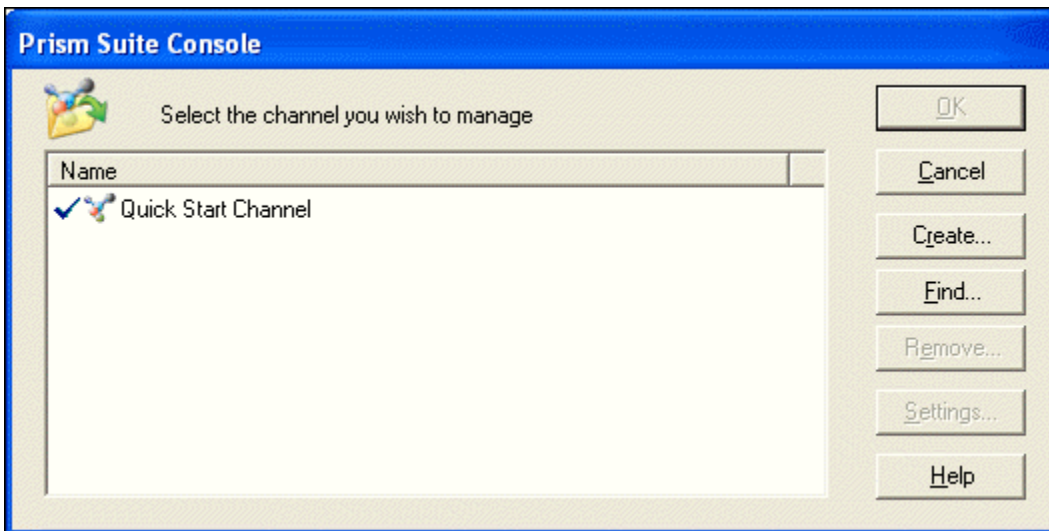
If the Console opens to the main window, go on to the next step.

 3. In the Console main window, go to the ***Tasks*** tab.

4. Expand the *All Tasks* branch and do one of the following:

    - In the Menu bar, select **Deployment | Create Task**: or

    - Click the icon in the Console toolbar; or

    - Right-click and select **Create Task** from the pop-up menu.
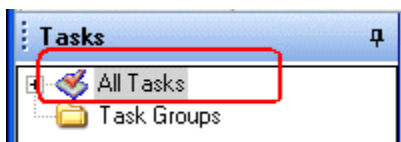
5. On the *Create New Task* dialog box, select the **Package** option.
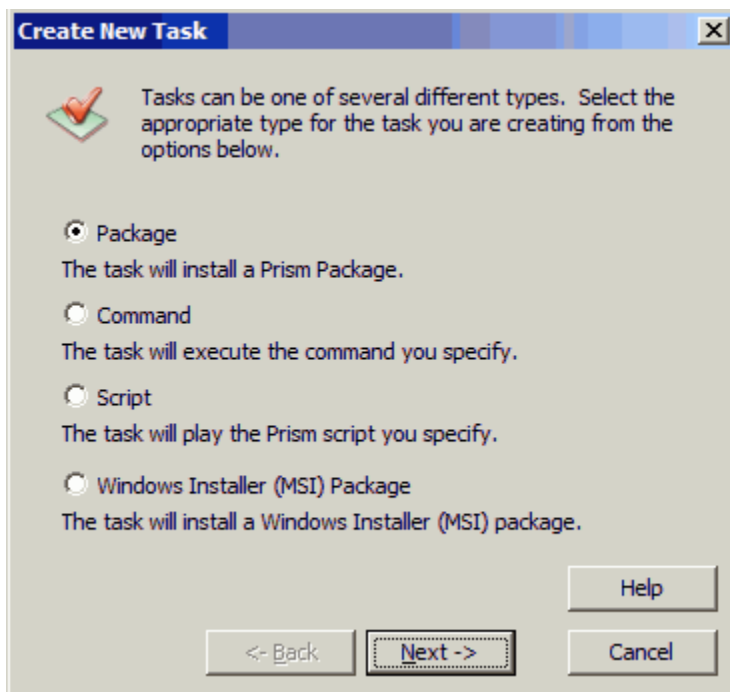
6. Using the button, browse to the Prism file that you created with the Editor. Click **Next**.
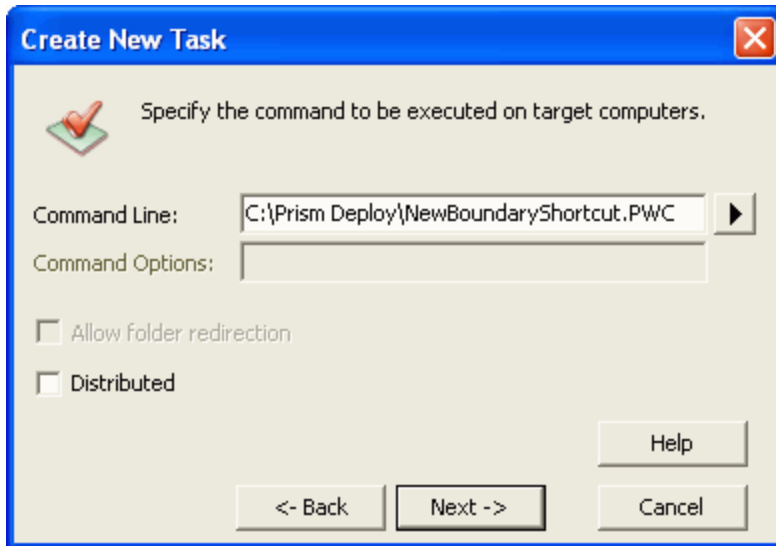
7. Prism warns you that the Package file is local. For this exercise, you will deploy this Package directly to your own computer, so this location is acceptable. Click **Yes**.
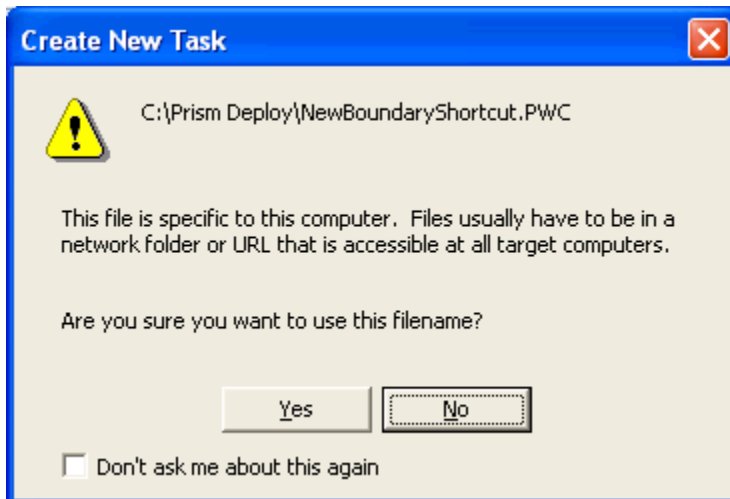
> **Tip!** When you deploy Prism files in your production environment, the files associated with the Task must be on a server or other shared location that is available to target computers at all times.

8. Enter a descriptive name for the new Task. Click **Finish**.
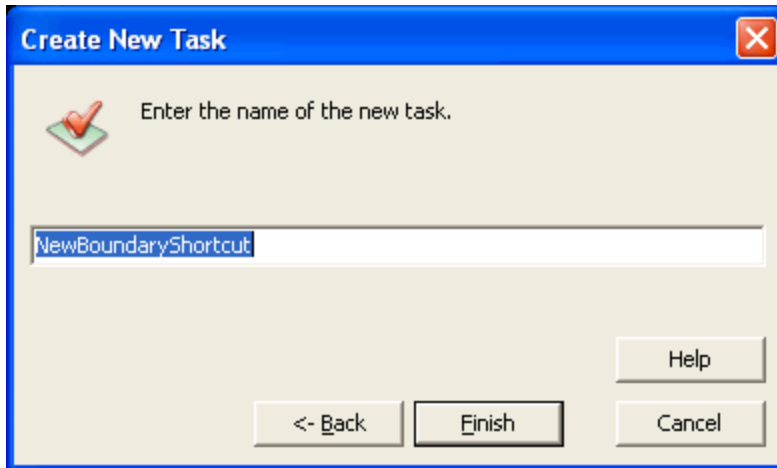
9. The new Task is now listed in the Tasks tab. Drag and drop this Task onto your computer to install the New Boundary Shortcut.
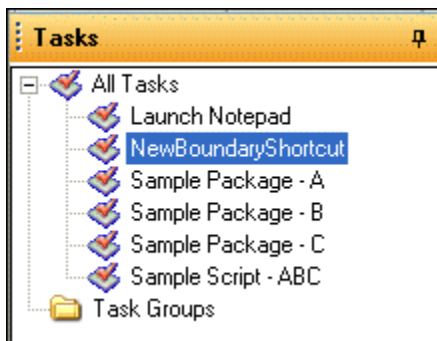
10. On the *Schedule Task* dialog box, select the option to **Install the Task once**. Click the **Next** button.
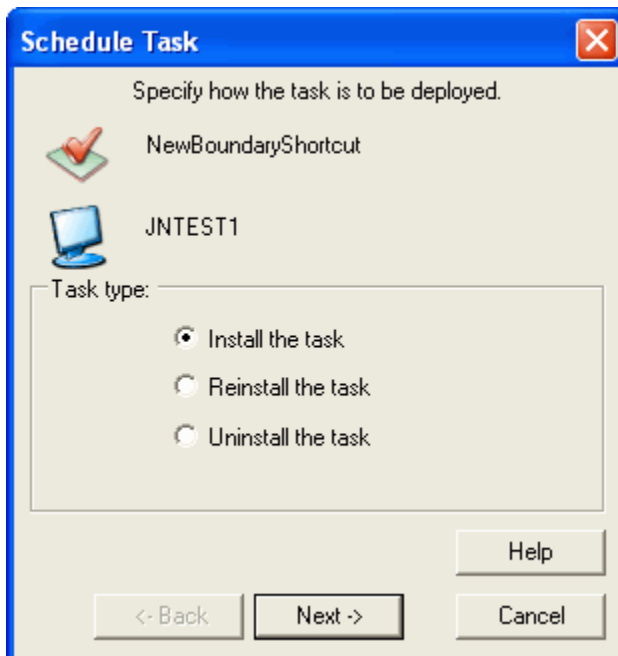
11. On the next dialog box, click the **Finish** button to select the default option to **Process the Task as soon as possible**.
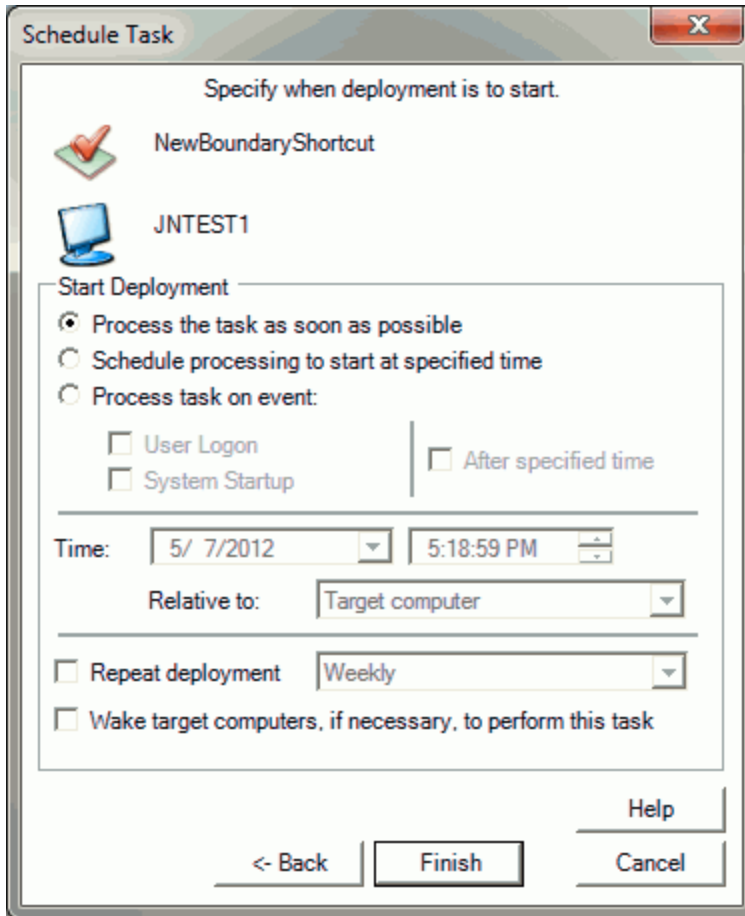
12. On the Desktop, look for the shortcut that you just installed. Click the shortcut to open the New Boundary Technologies Web site.
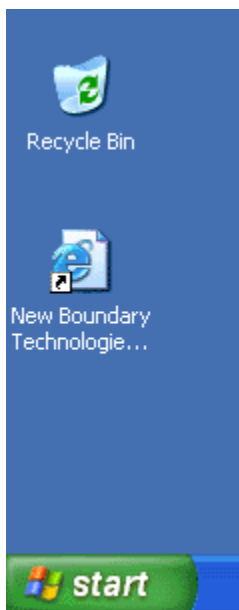
Review

So far, we have learned how to build a Prism Package that captures changes to a "clean computer." We also learned how to deploy this Prism Package as a Task through the Console, easily installing the changes in the Prism Package on a computer.

Next, we are ready to show you ways to move into production and to extend your exploration of Prism.

Ready to Extend Your Exploration

Now that you are familiar with the basics of Prism—capturing and deploying changes, using the power of Smart Update and configuration groups, and viewing reports—we would like to recommend some more ways to exploit the power of Prism.

Here is a preview:

- Creating a Production Channel
- Installing More Computers
- Setting Up Channel Security
- Track Changes with the What's Changed Reports
- Removing Unwanted Software
- Cleaning up a Worm or Virus
- Self-Healing Applications
- Using a Web Page to Install Prism Files

Creating a Production Channel

When you are ready to begin using Prism in your production environment, you have several options for setting up and using Prism Channels.

- Use the Quick Start Channel as a reference for your production Channel (see below)
- Build a new Channel suited to your exact specifications (see the Console online help or the *Console Guide*)
- Create multiple Channels for different sites or various functions
  Enterprises that are spread over a large geographic area may choose to use a separate Channel for each site. Prism lets you create as many or as few Channels as you need.

Moving the Quick Start Channel to Production

With its preset configuration groups and Tasks, many users find it convenient to use the Quick Start Channel for their production environment and simply begin adding computers and building their own Tasks, inventory configurations, and custom reports. If you choose this option, it is critical that you change the polling interval before you begin. For demonstration purposes, the polling interval in the Quick Start Channel is set to *Continuously*. This setting is *not* recommended for the production environment.

To change the polling interval:

1. With the Quick Start Channel open in the Console, select **File | Client Settings**.
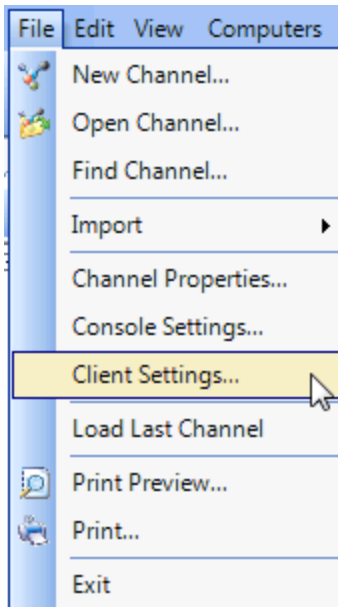
2. On the *Client Settings | Polling* tab, set the polling interval to 10 minutes or more, depending on the number of computers in your Channel.
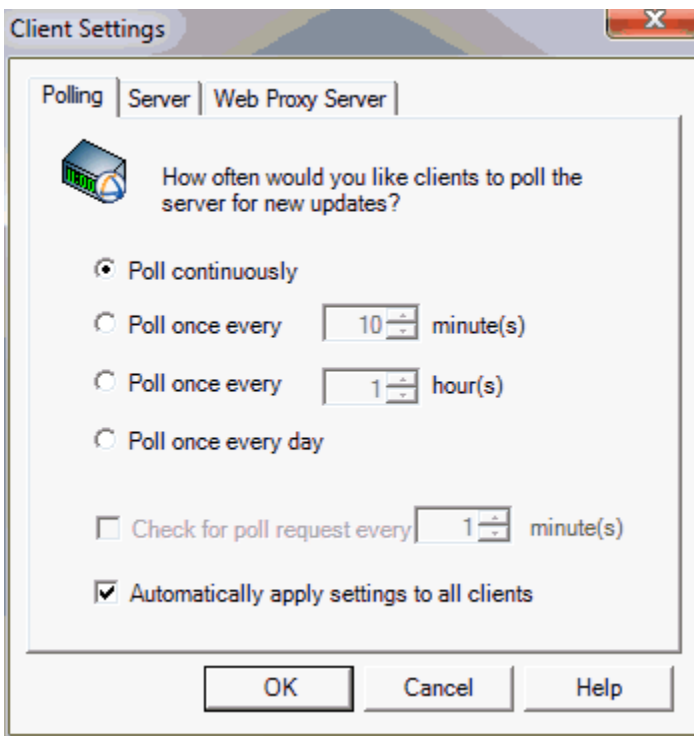
3. Select the **Automatically apply settings to all clients** check box.

> **Tip!**   If you prefer to set the Client setting individually for computers, see *Applying Unique Settings to a Client* in the online Help or Console Guide.

4. As you install the Client on managed computers or as existing computers contact the Channel Server, the polling interval is updated.

Installing More Computers

The Prism evaluation includes licenses to support up to 25 computers. As you explore Prism and its many features, you can use either of these methods for installing additional computers:

- Add computers directly on the network, following the same procedure you used to add your own computer. When these computers contact the Channel, they are listed on the *Managed* tab and are added to applicable groups.

- For computers that are not on the corporate network or those that do not use Microsoft networking, use the Console to create a subscription file you can distribute to these computers.

  The subscription file installs the Client and sets the Client to subscribe to the Channel. With the Client installed and subscribing to the Channel, the target computer is listed on the Managed tab. It is ready to receive changes from and report to the Channel any time it contacts the Channel Server.

  Distribute the subscription file via e-mail, from a Web site, or include it in a login script. (For more information, see "Creating a Subscription File to Distribute" in the Console online Help or *Console Guide.*)

Setting Up Channel Security

Each Channel can be secured to customize the type of access people in your organization have to the Channel.

- Set security options for a specific Channel by going to the Security menu in the Console. Through the Channel security options, you can:
  - Define roles and give specific permissions to these roles
  - Assign individual users to the security roles
- Control the creation of new Channels through the Channel Manager. Right click on the in the Windows taskbar.

(See the *Console Guide* or the Console online Help for more information on these options.)

Track Changes with the What's Changed Reports

Asset Manager Baselines and the associated reports are a powerful way to track changes to installed software and hardware across your organization. The following is an example of how you can detect a new piece of software has been installed and the method used for generating the desired report.

1. If you have not done so already, complete an inventory of your test machine.

As with the exercise earlier in this guide, you can use the right-click options to **Inventory Now**.
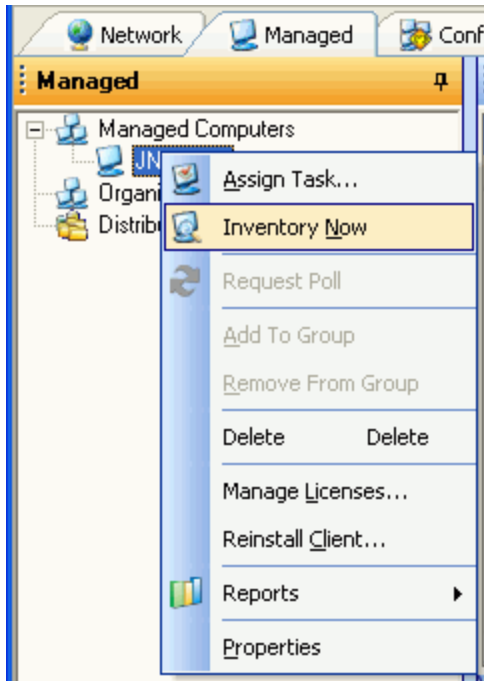
2.   When the inventory is complete, select **Asset Management | Baselines**.
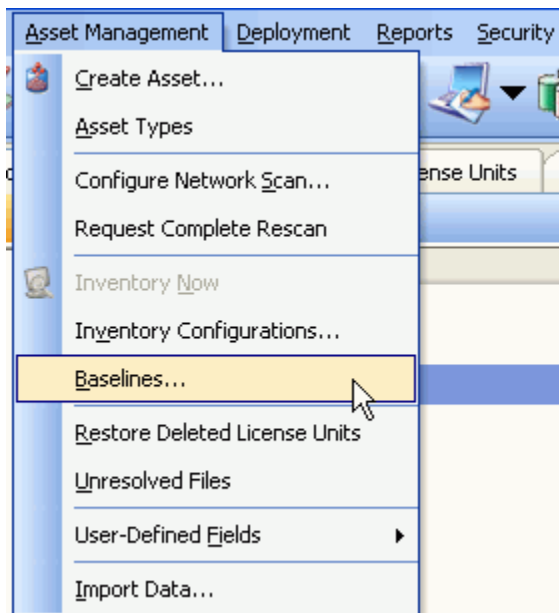
3.   Click the **Add** button on the *Manage Baselines* dialog.
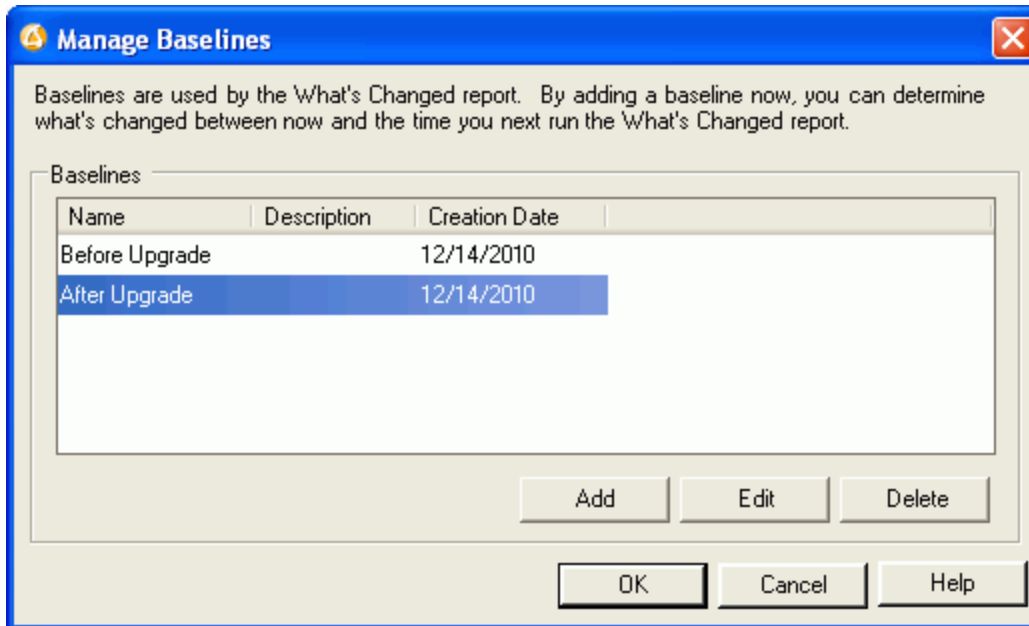
4. Give the new baseline a descriptive name that reflects the date or the current status.
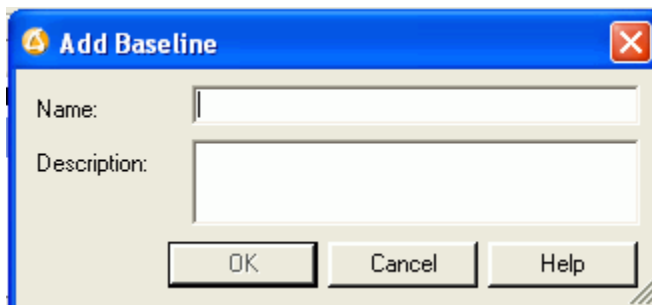
5. Install a new application or uninstall an existing one on your test machine.

For this example, we install the Acrobat Reader to our test system, since it did not exist during step 1.

6. Take another inventory of your test machine.

Now it's time to generate the report.

7. Select the **What's Changed - Software Summary** from the options with the icon in the toolbar or from the Reports menu.
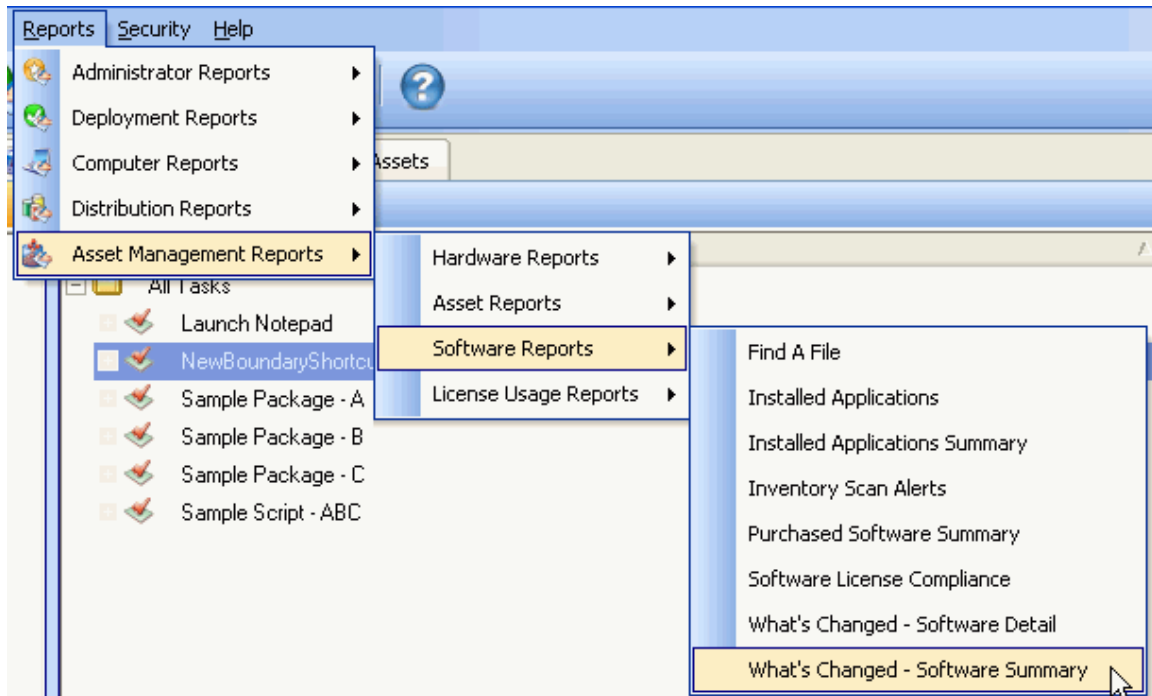
> **Tip!** For this example, we are looking at software changes. You could also use the ***What's Changed – Hardware Summary*** to capture changes to the operating system and hardware.

8. On the ***Change Report Options*** dialog, use the drop-down list to choose the baseline that you created. Use the current status as the end baseline.
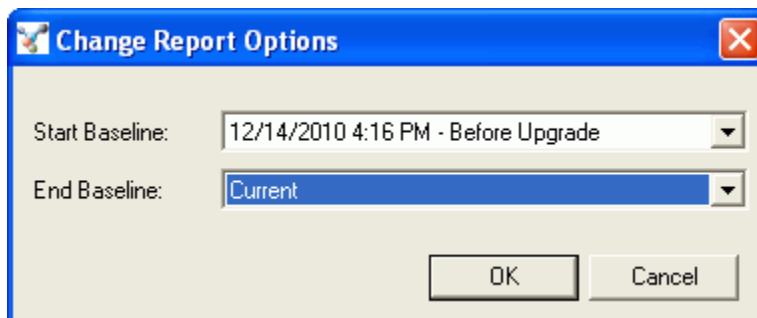
9. Click **OK** to run the report.

Prism displays the What's Changed report, listing the number of associated license units that have changed between the first and second inventory scan. This report can be customized by rearranging columns and adding or removing the default fields.

Asset Manager's Baselines, coupled with the *What's Changed* reports, let you capture detailed information and changes in your managed environment—both from a software and hardware perspective.

Cleaning up a Worm or Virus

Viruses and worms like MSBlaster, Sasser, and MyDoom are running rampant. If your network becomes infected with one of these viruses, Prism can quickly identify and clean up infected computers.

The steps in this example walk you through identifying and remedying the MSBlaster worm. Similar steps can be used for other viruses and worms.

1. In a Prism Channel, create three new user-defined configuration groups and an *All Others* group representing the four possible states in relation to the MSBlaster worm:

    ▪ infected and not patched

    ▪ patched but still infected

    ▪ patched and cleaned up

    ▪ not patched but not infected

    Configure the rulesets for these groups to look for both:

    – MSBLASTER.EXE in the %systemdir%\system32 directory

    – presence or absence of the registry key that indicates if the system is patched
       HKLM\Software\Microsoft\Windows NT\CurrentVersion\Hotfix\KB823980

Note: This registry key is the relevant key for Windows XP and Windows 2000 systems.
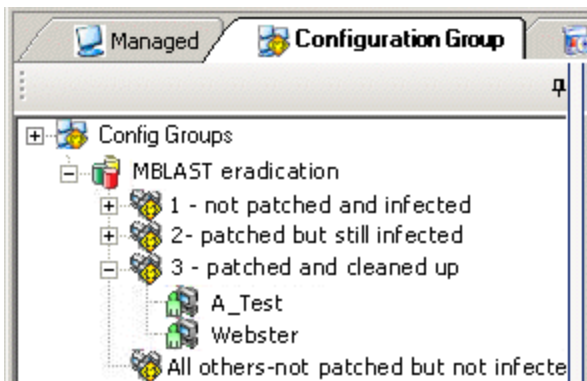
2. Create these deployment Tasks to perform the remediation process:

(1) Run the Microsoft patch executable as a Command Task. Use the Microsoft-supported switches to configure how the patch is installed (for example, quiet, force reboot, and so on.)

(2) Turn off System Restore and reboot the target computer.

> **Tip!**   Download the following file from our support Web site. It contains a Package that turns off System Restore and reboots the target computer.
> www.newboundary.com/support/docs/General/SasserRemediation_files/systemrestore.zip
>
> Then, create a Package Task to deploy this Package through the Console.

(3) Run the cleanup utility from your anti-virus vendor as a Command Task.

(4) Turn on System Restore and reboot the target computer (again with the Prism Package from New Boundary Technologies support).

3. Assign the Tasks to the appropriate configuration groups.

For example, assign the Tasks to patch and turn off System Restore to the first group. As an option, you can assign the Task that runs the Microsoft patch to recur at system startup to allow infected systems as much time as possible to run the patch before rebooting. This may not be necessary, however, because computers poll the Channel as soon as they are online, and the patch runs very quickly.

4. Your computers automatically move themselves in and out of the appropriate configuration groups as their status changes. Since the Tasks are assigned to the Groups, the target computers receive the appropriate Tasks for their current status.

Removing Unwanted Software

There are various software applications that simply do not belong in a corporate environment—from spyware applications to programs that download music, weather applications, and so on. Users download, install, and use these applications, often times without your knowledge. Wouldn't it be great if you could get rid of these unwanted applications? Ideally, you want to take a proactive approach to managing unwanted software — the moment one of these applications is detected on your network, it gets uninstalled.

By using Prism's Smart Update technology to detect if an unwanted application is installed, you can do just that. The following example uses Hotbar as the application you wish to discover on your network computers and to uninstall it if it does exist. This same technique can be used for any unwanted application, not only for Hotbar.

1. In the Console, create a Configuration Group based on the existence of Hotbar. New Boundary Technologies recommends checking for certain registry keys that are unique to Hotbar. (If you would like a copy of our ruleset for detecting Hotbar, please contact technical support.) When computers poll the Channel, they will join the "Hotbar Installed" configuration group if Hotbar is detected on the system.

Edit Rule

Edit the rule by hand, or click "Rule Expert" for step-by-step assistance.

Rule Name:

Hotbar Installed

Rule Expert...

Rule Text

```
((EXISTS <Registry Key> "HKEY_CURRENT_USER\Software\Hotbar\Hotbar")
OR (EXISTS <Registry Value> "
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run\
\Hotbar")) OR (EXISTS <Registry Key> "
```

Help

Load Rule   Save Rule   Finish   Cancel
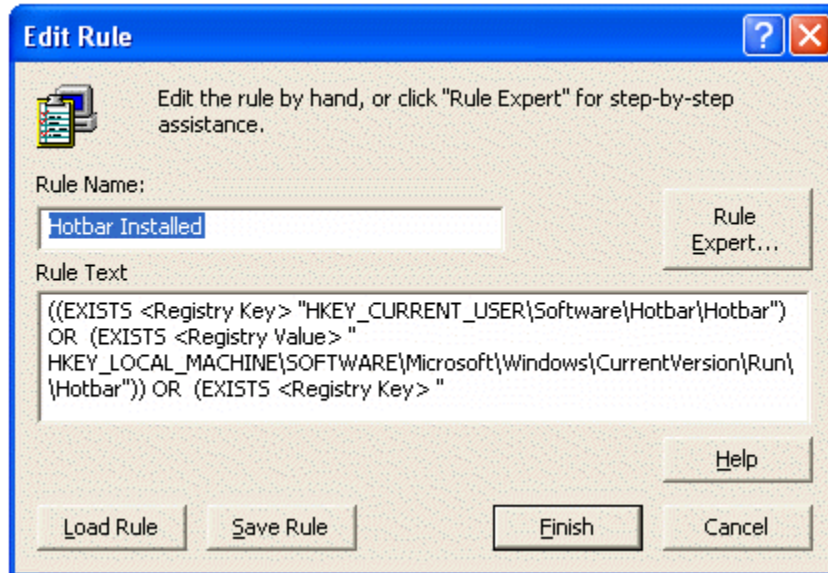
2. Now that you know you have Hotbar on some of your systems, you need to remove it. There are a couple methods that can be used:

   ▪ Create and assign a Command Task to run the uninstall program for Hotbar

      The Command Task would look like this: %windir%\system32\Hbinst.exe /Uninstall

   ▪ Create a Prism Package that captures the uninstall of Hotbar, and assign it as a Package Task.

      Build the Package to remove Hotbar as you would any other Package:

      (1) Take a baseline Picture of a system that has Hotbar installed.

      (2) Uninstall Hotbar.

      (3) Capture the changes in a Prism Package.

3. You can now assign the removal Task (either the Command or Package Task) to the *Hotbar Installed* group. You can make the Task recurring; if users continually install Hotbar, you can continually uninstall Hotbar!

Self-Healing Applications

Applications installed with Prism can be easily edited to repair themselves on every launch. This is done by modifying (within the Editor) the target of an application's shortcut to point to a two-line Prism script instead of to the application's executable. Here is a sample of the two script commands you could create using any text editor.

   /InstallPackage \\server\share\MyApp.pwc

   /Run "C:\Program Files\MyApp\MyApp.exe"

Save the file with the .PTS extension, for example, MYAPPHEAL.PTS. Then, add the script to your Prism Package. Now, simply modify the shortcut to point to MYAPPHEAL.PTS instead of to MYAPPHEAL.EXE. Each time the user double-clicks the shortcut, the application will self-heal.

Prism is extremely efficient when it reinstalls a Package. It pulls only those components from the Package that need to be reinstalled; it does not download the entire Package first to a temporary directory and then reinstall from there. This feature is one of Prism's great advantages in managing mobile systems that may be connected over a slow link.

Using a Web Page to Install Prism Files

Prism Packages are single, compressed files with no dependencies. This means they are extremely portable and can be installed in a variety of ways. The Console offers the greatest reliability when installing Packages to hundreds or thousands of users. But for customized applications, or applications users install on their own terms, a Web page provides a convenient and familiar interface for users to access software. Web pages offer the flexibility for access within a corporate intranet, a secured Internet site for road warriors, or even burned to a CD-ROM that users carry with them.

The only configuration required on your Web server is defining the specific MIME types for the Prism files you will utilize. We recommend two:

- Prism Package, having a .PWC extension
- Prism Script, having a .PTS extension.

By having MIME types defined, users' browsers will know what action to perform when users click on Prism extensions embedded within your Web pages. (Please refer to your Web server documentation for defining MIME types.)

The last step is to get creative! Have your local Web expert create HTML pages containing links to Prism Packages and Scripts that users can browse to and install. The following images show examples:
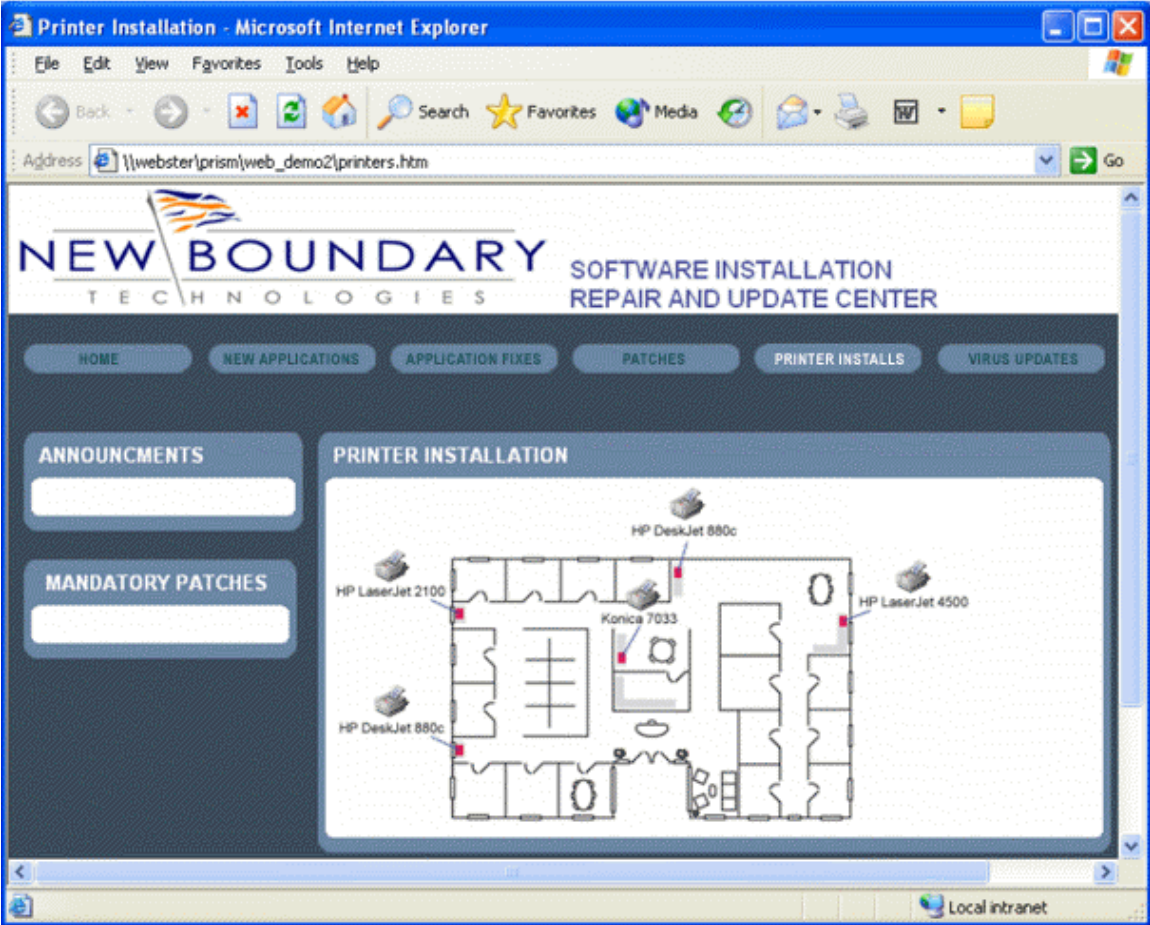
As another option, you might build a CD-ROM that contains a user's critical applications. If the user is on an airplane and an application stops functioning, they can fix their own software via the CD instead of waiting several hours for an Internet connection. The CD-ROM can auto-run a Web interface with links to Prism Packages on the CD. A simple solution for a re-builder CD!

Resources

Contacting Technical Support

If you are unable to locate answers to your questions about Prism within the online Help or User Guides, please use the following resources to receive assistance:

- **Web site**: www.newboundary.com

  Here you will find the online New Boundary Technologies Support Forum, knowledge base articles, and responses to frequently asked questions.

- **Phone**: 800-747-4487
  or 612-379-1851
  Available 8:30 a.m. to 5:00 p.m. Central Time, Monday through Friday

- **Email**: support@newboundary.com

Support Community

The Prism Support Forum, Tech Notes, Frequently Asked Questions (FAQs), and other useful information can be found in the Support area at www.newboundary.com.

The Support Forum is an interactive discussion tool that will bring you in touch with other users of New Boundary Technologies software. By registering, you can stay up-to-date with the forum(s) of your choice. Automatic e-mails will automatically be sent to you as new messages are posted.

Documentation

In addition to this Quick Start Guide, the documentation for Prism includes a online help for each application as well as downloadable PDF versions of some of the online helps. To gain the most from your Prism documentation, please see the descriptions below to identify the guide that will be most helpful to you.

Online Help

When you select Help | Prism Help, or click the Help button on a dialog box, the online help for the current application is displayed. Depending on which applications are installed, the Help displayed through the Console may also include information on Asset Manager and Deploy.

- **Quick Start Guide**: Provides a tutorial introducing Prism Suite.
- **Prism Console**: Introduces Prism Suite and covers all of the information you need for managing Channels, computers, and groups.
- **Asset Manager**: Provides help with using Prism Asset Manager to effectively inventory and monitor the computers in your enterprise, and manage license compliance.
- **Deploy**: Provides help with using Prism Deploy to efficiently deploy changes throughout your enterprise.
- **Editor**: Provides help with using the Prism Deploy Editor to capture and package changes for distribution. Use the Editor to create Prism files, which you can deploy through the Console.
- **Conflict Checker**: Provides help with using Conflict Checker Professional to check for conflicts between Prism files. Identify the conflicts with Conflict Checker and fix conflicts through the Editor before you install changes.
- **New Boundary Channel Manager**: Provides help with the Channel Server.

PDF Documents

PDF versions of the most of the online help documentation may be obtained through the Support area of the New Boundary Technologies web site at www.newboundary.com.

- **Quick Start Guide**
- **Prism Console Guide**
- **Asset Manager Guide**
- **Deployment Guide** - PDF version of the Deploy online help.
- **Packaging Guide** - PDF version of the Editor online help.