

QUICKSTARTGUIDE

Installing VK1000 on VMware Platforms

Installing Virtual K1000 Trial and Full Versions on VMware™ Platforms

Release 5.1

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http://www.kace.com/license/standard_eula

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About this Guide

This document describes installation of two different appliances on VMware platforms:

- **VK1000 Management Appliance** is designed to run on a VMware virtual product. It runs on any system that meets the requirements listed in the *Hardware and software requirements* section.
- **Trial VK1000 Management Appliance** is a limited-feature evaluation version of the VK1000 Management Appliance. This trial version is licensed to manage a restricted number of nodes (see www.kace.com/trial for the latest) and is fully functional, with the exception of some minor trial-related restrictions. Trial VK1000 Management Appliance does not support upgrading the server or agents, restoring from back up, or changing the time settings. During the trial period, you can upgrade to a full production license or migrate to a hardware appliance version by purchasing it from Dell-KACE Sales.

When referring to both products, the terms VK1000 Management Appliance or *appliance* are used.

After installation, see the *Administrator Guide for K1000 Series* manual for setup, configuration, and administration information.

Installing a VK1000 Management Appliance on VMware Platforms

This document explains how to install a VK1000 Management Appliance on VMware Player. Set up an appropriate VMware Player before you perform these steps.

Trial users: About the VMware platforms

In addition to VMware ESX, Trial VK1000 Management Appliance can also be installed on the VMware Player product. If you are installing the Trial VK1000 Management Appliance strictly for evaluation purposes, installing on Player is probably the easiest way to do so. However, the VMware Player is not a production-capable product. If you plan on turning your trial into a production appliance, install it on one of the ESX products.



Trial VK1000 Management Appliance users:

You have 30 days to explore and use your Trial VK1000 Management Appliance before purchasing.

If you are interested in purchasing a VK1000 Management Appliance or a physical VK1000 Management Appliance, contact KACE Sales:

<http://www.kace.com/about/contact.php>.

Hardware and software requirements

For managed system requirements, see the K1000 model datasheet at this URL: <http://www.kace.com/products/systems-management-appliance/models.php>.

VMware Platform	Requirements
Player 3.0 and later (Trial only)	<ul style="list-style-type: none">• Windows-based system with Intel-VT or AMD-V capable processor(s)• Windows XP or later, either 32- or 64-bit• 3 GB RAM• 7 GB disk space minimum (additional space required to test backup features; approximately 50 GB to test the patching feature)
ESX 4 or later / vSphere	<ul style="list-style-type: none">• Intel-VT or AMD-V capable processor(s)• 4 GB RAM• 250 GB minimum disk space
ESX 3 or later / viClient	<ul style="list-style-type: none">• Intel-VT or AMD-V capable processor(s)• 4 GB RAM• 250 GB minimum disk space

Installing trials on VMware Player

After downloading the Trial VK1000 Management Appliance, the remainder of this procedure should take about 20 minutes. The VMware Player platform is available for the Trial VK1000 Management Appliance only.

1. Go to <http://www.kace.com/trialkbox>, and click **Download Trial K1000** to download the compressed OVF (Open Virtualization Format) file to the same system as your VMware Player.
2. Extract the files.
3. Launch VMware Player, and select **Open**.
4. Browse to the folder where you extracted the files, and change the **File Type** field to **Open Virtual Machine Format Images**.
5. Select the .ovf file, and select **Open**.

This takes a few minutes, during which VMware Player appears unresponsive. Wait for it to complete. Once the import is complete, the appliance boots automatically.

You are now ready to configure your appliance. For login and configuration instructions, see "Configuring the appliance," on page 5.

Installing on ESX using vSphere Client

After downloading the VK1000 Management Appliance, the remainder of this procedure should take about 20 minutes. Run vSphere on a system on the same network as the designated ESX host, because importing across a WAN does not work.

1. Go to <http://www.kace.com/trialkbox>, and click **Download Trial KBOX** to download the compressed OVF (Open Virtualization Format) file to your vSphere system.
2. Extract the files.

3. Launch the vSphere program, and select **File > Deploy OVF Template**.
4. Browse to the folder where you extracted the files, and select the .ovf file.

The installation wizard appears and offers you installation choices. Select the components that your implementation requires (data center, datastore, etc.).

5. Select **Finish** and allow the installation to finish.
6. Confirm the appliance settings. Check for a valid network and any other settings you need.

You are now ready to configure your appliance. For login and configuration instructions, see "Configuring the appliance," on page 5.

Installing on ESX Using viClient

After downloading the VK1000 Management Appliance, the remainder of this procedure should take about 20 minutes. Run viClient on a system on the same network as the designated ESX host, because importing across a WAN will not work.

1. Go to <http://www.kace.com/trialkbox>, and click **Download Trial KBOX** to download the compressed OVF (Open Virtualization Format) file to your viClient system.
2. Extract the files.
3. Launch the viClient program, and select **File > Virtual Appliance > Import > Import from File**.
4. Browse to the folder where you extracted the files, and select the .ovf file.
5. The installation wizard appears and offers you installation choices. Select the components that your implementation requires (data center, datastore, etc.).
6. Select **Finish** and allow the installation to finish.

You are now ready to configure your appliance. For login and configuration instructions, see [Configuring the appliance](#).

Configuring the appliance

Perform these steps to configure the VK1000 Management Appliance:

1. Boot the appliance (this takes 5-10 minutes), and proceed with the initial network configuration.
2. Enter following credentials at the Login prompt:
Login: **konfig**
Password: **konfig**
See the *Getting Started* section of your KBOX documentation for more details (search for **konfig**).
3. Using the UP and DOWN arrow keys and keyboard, configure your network settings as follows:

Field	Suggested Value
KBOX Server (DNS) Hostname	KACE recommends that you add a static IP entry for K1000 to your DNS, and use the default Hostname and Web server name. The fully-qualified domain name of the appliance on your network is the value of Hostname concatenated with domain. Clients connect to the appliance using the Web server name, which can be the host name, fully-qualified domain name, or IP address.
Web Server Name	
Static IP Address	Enter the IP address of the appliance server.

Domain	Enter the domain that the appliance is situated on.
Subnet mask	Enter the subnet mask.
Default gateway	Enter the network gateway for the appliance server.
Primary DNS	Enter the primary DNS server that the appliance can use to resolve host name.
SMTP server	Enter the IP address enclosed with brackets, and specify the SMTP server to enable e-mail notifications.
Proxy Type	Select the proxy type (none, HTTP, or SOCKS5) that is used by your network.
Other proxy settings	These entries depend on your company's network.

- Use the DOWN arrow to highlight the SET OPTIONS item, and select RETURN to apply your settings. When the appliance finishes rebooting, the configuration process is completed.
- Verify the appliance is now online by opening a web browser and navigating to one of these locations:
 - http://your_web_server_name/admin**
 - http://your_static_IP_address/admin**
- After accepting the End User License Agreement (EULA), the **Initial Konfiguration Page** appears.
- Enter the following information in Initial Konfiguration Page:

Field	Suggested Value
License Key	This was emailed to you after you downloaded the appliance.
Admin Password	Select and enter a password. You will use this password again to log on to the appliance.
Company Name	Enter a name for your organization.
Timezone	Enter a timezone to use.

- Select **Apply Settings and Reboot button** to save your changes.
- After your KBOX reboots, browse to **http://your_web_server_name/admin** from any other computer. The login panel appears.
- Enter **admin** for username and the password you entered on the **Initial Konfiguration Page**.

Your appliance is now up and running. You are presented with the **Guided Tour** page. Read through the **Guided Tour** starting with the **Introduction** to learn about the KBOX features.

Migrating Data

If you are a Trial VK1000 Management Appliance user and want to migrate the data you created during the trial to another production appliance that you've purchased, you will need to backup the data *before* the trial period expires. See Chapter 12, "Maintaining Your Appliance," in *Administrator Guide for K1000 Series* for the steps needed to backup from your Trial VK1000 Management Appliance and restore to your new production KBOX.

Product Support

The support options depend on your product.

Trial VK1000 Management Appliance Support

KACE provides a variety of support resources for the Trial VK1000 Management Appliance, including:

- The Trial VK1000 Management Appliance user forum at <http://www.appdeploy.com/messageboards/tt.asp?forumid=35>.
- *Administrator Guide for the K1000 Appliance* (included with the Trial VK1000 Management Appliance download package).
- Weekly "Trial KBOX Getting Started Series" webinars, which show how to use the VK1000 Management Appliance.
 - You can register for these at <http://kace.webex.com/>.
 - Click the **Event Center** tab, and scroll down to the **Trial KBOX Getting Started Series** section.
- Live Chat with the KACE Sales Engineering team Mon.-Fri., 6AM - 6PM, PDT.

VK1000 Management Appliance Support

If you have purchased a VK1000 Management Appliance, you can contact KACE support at support@kace.com. If you are using the VK1000 Management Appliance in a production system, let us know if you have any product suggestions or encounter any problems.

Uninstalling the KBOX Agent

VK1000 Management Appliance includes a utility for uninstalling. However, if your license has expired, use the utilities provided by your operating system. See "Uninstalling the KBOX Agent after License Expiration," on page 8.

Uninstalling the KBOX Agent with Auto Provisioning

If your appliance is active, you can delete the agent through Advanced Provisioning.

To remove an appliance using Auto Provisioning:

1. Select **Settings** > **KBOX Agent**. The Agent Provisioning page appears.
2. Click **Advanced Provisioning**.

The page already contains information about the agent from when it was installed.

3. Select the **Auto Provisioning** option in the **General Settings** section.

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4. If the target machine (client) runs on the Windows operating system, under the **Windows Platform Provisioning Settings** section, make the following selections:

Remove KBOX Agent	Select to remove the KBOX agent from machines. This overrides any current provisioning activity.
Remove Config.xml file	Select to remove the Config.xml file while removing the Agent. The Config.xml file contains the KBOX name and other server configurations that the target machine checks into. Note: To save your configurations for future use, do not remove the Config.xml file.

5. If the target machine runs on Mac OS, under the **Unix (Linux or Mac OS X) Platform Provisioning Settings** section, make the following selections:

Remove KBOX Agent	Select to remove the KBOX agent from machines. This overrides any current provisioning activity.
Remove /var/kace/ files	The kace folder has two sub folders: SMMP and kagentd . <ul style="list-style-type: none">• The SMMP folder contains SMMP.conf, agent.log, pid, and pluginRunProcess.log.• The kagentd folder contains KBOX_LOG.txt, kbot_config.yaml, and kuid.txt. Select to remove the complete kace folder. If the check box is not selected, the /var/kace/kagentd/kuid.txt file remains.

6. Click **Save**.

Uninstalling the KBOX Agent after License Expiration

If your Trial VK1000 Management Appliance license has expired, use the tools of the operating system to uninstall the agent from the client machine.

To uninstall the agent on Windows:

If your Trial VK1000 Management Appliance license has expired, use the Windows **Add/Remove Programs** utility.

1. Go to **Start > Control Panel**.
2. In the **Programs** section of the popup window, click **Uninstall a Program**.
3. In the list of programs, right-click **KBOX**.
4. In the Wise Installation Wizard window, click **Finish**.

To uninstall the agent on Mac OS:

If your Trial VK1000 Management Appliance license has expired, enter the following commands to delete the agent.

1. Open a terminal window and become super user:

```
su  
super_user_password
```

2. Enter the following commands to remove the agent:

```
/Library/KBOXAgent/Home/bin/kagentctl stop 2>&1  
/Library/KBOXAgent/Home/bin/SMPctl stop 2>&1  
rm -rf /Library/KBOXAgent  
rm -rf /Library/StartupItems/KBOXAgent  
rm -rf /Library/Receipts/KBOX\ Agent.pkg  
rm -rf /Library/LaunchDaemons/kace.smpagent.bootup.plist
```

The agent is uninstalled.