

NetTrace Installation Options

There are several installation options available for the NetTrace tracking agent software.

Manual Installation: The customer can manually take a CD, walk from computer-to-computer and install the tracking agent. This method may be used in certain circumstances, but is really only effective in the smallest of installations.

LAN Installation: The LAN installation allows NetTrace to install the tracking agents via the LAN/WAN either remotely, or on the customer site, and is used with the Multi-SKU and/or Parent/Child option of the Multi-SKU version of the software. In most large installations, we will use a combination of the two LAN Installation methods to do a complete installation.

1. The "Hands Free" installation is the easiest installation option available, but is only possible on most DMI-compliant computers. The Hands Free installation uses the Parent/Child version of the tracking agent. With this installation option, the customer is assigned a parent 10-digit ESN. As the tracking agent is installed over the network, it pulls the Make, Model and Serial Number information from the BIOS and appends the serial number to the 10-digit parent ESN to create a unique ESN for each computer. The next time the computer contacts the Monitoring Centre, the Make/Model/Serial Number information is updated in the database, for review and release by our customer service group.
2. For the LAN installation of the Multi-SKU version of the tracking agent, we require that an administrator on the customer site create a text file of all the non DMI-compliant computers that are to have the tracking agent installed. The file needs to include the Computer Name (a unique identifier), Make, Model and Serial Number. The file gets encrypted and processed into a script file that can then be executed via a logon directory. The next time the user logs on to the network, the script runs and installs the tracking agent. This process is mostly invisible to the end user, as the installation code is very small, and does not force the computer to reboot after installation.

Disc Image: Many companies have a standard set of software that they install on all new computers. They make a copy of all the standard software, then copy that "image" to every new computer. The tracking agent can be installed as part of this disc image process.

OEM Pre-Install: Installation at an OEM, for a specific customer, can be added security measure for assets in transit, as well as simplifying the roll-out of the NetTrace software in an organisation.

Regardless of the installation method, it is necessary that the new Electronic Serial Numbers (ESNs) be registered on the NetTrace web site prior to installation, so that all newly installed ESNs will associate with the correct account. This is critical for NetTrace to be able to perform recoveries.

As a service to our customers, NetTrace offers a number of tools and services to aid with installation. We have developed a NetTrace Tracking Agent Installation Guide that contains a number of installation tools and on installations of 500 or greater seats, NetTrace Installation Engineers are available onsite to aid in development and execution of installation plans.



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