



**WinINSTALL 8**  
**A Broad Set of Tightly Integrated**  
**Features to Better Manage**  
**Machines**

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## WinINSTALL 8

**Packaging, Distribution, Inventory, Migration, Reporting. All are individual functions that have little to no relationship to each other. WinINSTALL 8 provides integrated and inter-related functions all from one central database to allow IT administrators to truly “manage” desktops rather than perform single functions such as MSI packaging and then distributing those packages without knowing what the outcome will be.**

The new OnDemand Software product lines address a very fragmented IT administration tool market into focus. The world of software packaging, software distribution, inventory management and PC migration has never been successfully integrated into a product where all of these functions relate to each other.

Imagine a world where users continue to work uninterrupted, unaware of disasters narrowly escaped, crashes and errors recovered from gracefully, potential problems diagnosed ahead of time and avoided. Imagine a world where network administrators have all of the information they need in one central, integrated repository – available in real-time – and a comprehensive, integrated set of tools to use that information. That is the world that OnDemand Software takes you into.

## WinINSTALL 8

WinINSTALL has been respected as a leader in the software distribution arena for over a decade. Many of the firsts in the market are attributed to WinINSTALL. WinINSTALL was the first to provide software packaging and distribution from a single console. WinINSTALL was the first to provide a non-scripting solution to software packaging. WinINSTALL provided the first MSI packager. WinINSTALL won the very first Network Computing Well Connected Award for software distribution. And now WinINSTALL brings you the very first truly integrated solution for software packaging, distribution, inventory management and patch distribution.

Several software vendors have convinced IT administrators that MSI packaging is the problem to solve leaving Group Policy to sort out the perils of what happens after distribution. This merely shifts the problem to other parts of the IT organization such as the help desk. A packaging only solution leaves your IT staff in exactly the same place they were before they began building MSI packages, testing them, running conflict checks and tossing the packages over the wall leaving others in reactive management mode to see what problems occur when those changes enter the desktop environment.

**WinINSTALL 8 brings proactive management to your IT environment. Before WinINSTALL 8 the focus has been on the individual set of mechanics not on solving the problem of keeping desktops updated but also always available.** The individual set of mechanics would be packaging software applications and updates, distributing those to the right machines, replicating software and repairing, restoring, recovering. Other single mechanics are the requirements of asset management and inventory management. This function is a hugely outdated function of understanding what assets you

have, what is running on those assets and when do they need to be updated or retired. While this is an important single function it has little relation to the day to day management of the asset.

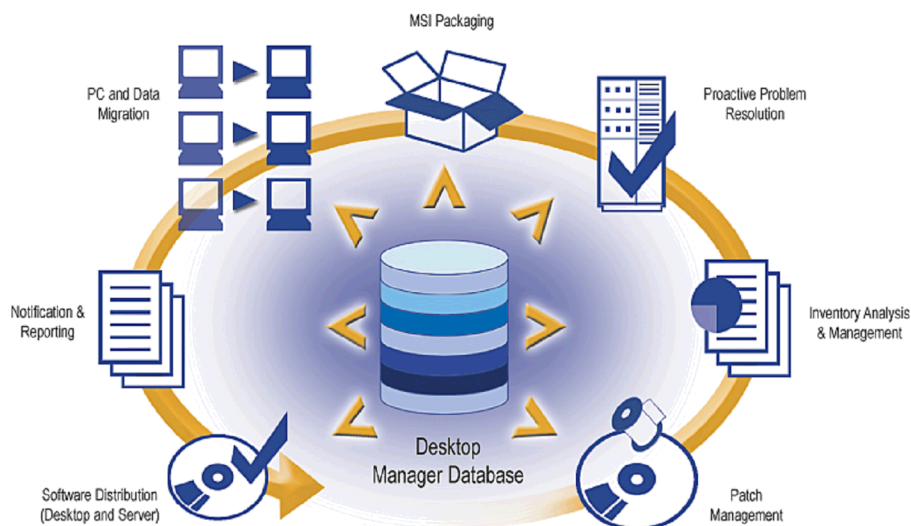
**You see, mechanics are merely the means to an end. They are important in their supporting roles. They should be tasks that can be performed at any time – under the covers, in the background, totally transparent to users. The end, the ultimate goal, the engine that drives the mechanics is desktop availability – uninterrupted, transparent and seamless.**

WinINSTALL 8 provides all of this through the foundation of a centralized database that holds all of the information about software packages, conflict assessment checks, inventory to the file level and the ability to relate that to machines in your network.

For the first time you can view all or any subset of your network directory structure in the WinINSTALL 8 console. Active Directory, NT domain groups, Netware NDS or any combination of these in a mixed network environment. With a simple point and click a complete machine list is available to you to begin your task of managing those machines.

## WININSTALL ARCHITECTURE

WinINSTALL 8.0 introduced the new architecture platform that will be the foundation for some time for the WinINSTALL and Desktop Availability Suite product lines. A new database has been added that sits at the foundation. This database may either be a Microsoft SQL or Oracle database. It is important to note that WinINSTALL does not require a dedicated database server nor does it require a client access license (CAL) for each machine in the environment.

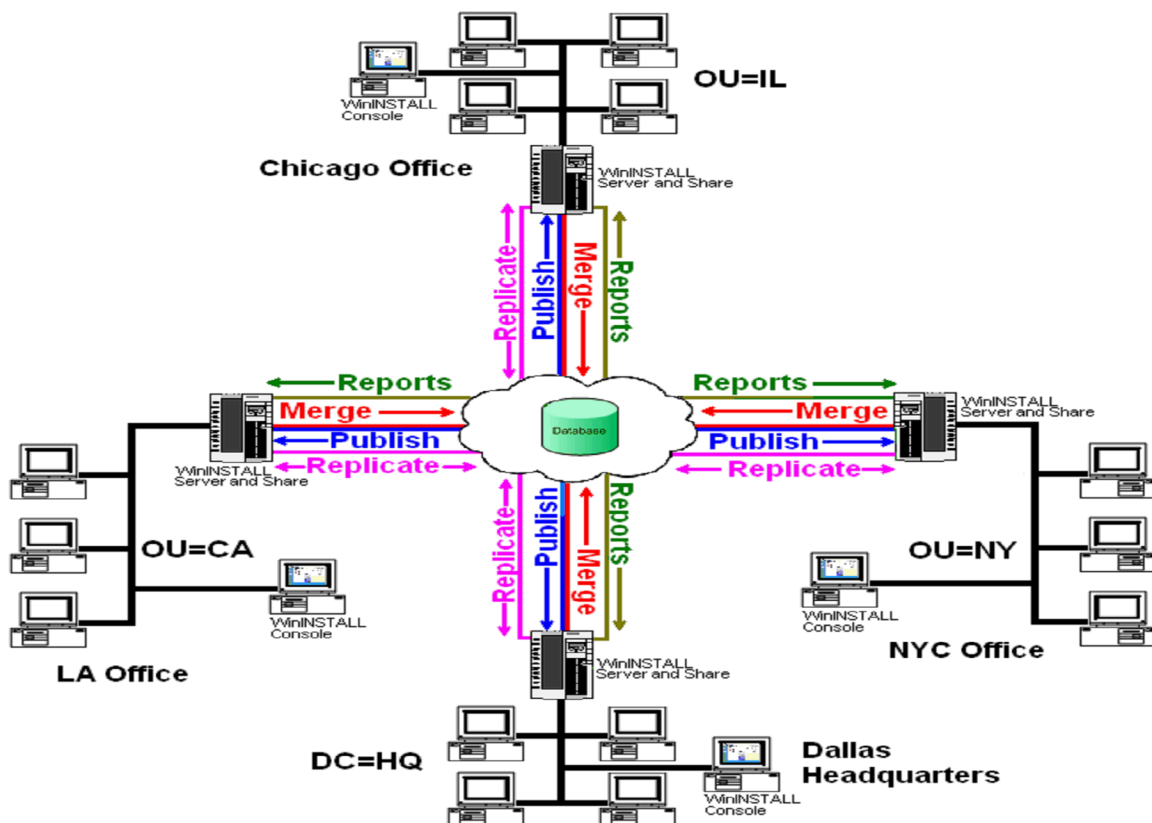


The illustration above shows how MSI packaging data is stored in the same database that we store all of the inventory data. This gives us a very unique approach that allows packaging, inventory, distribution, patch management and with the Desktop Availability Suite

PC migration functions to leverage each other. Without this approach functions continue to remain static. For example, we believe that asset management data has much more use to the IT staff than reporting on the asset. It should have troubleshooting information and capability. This is possible when you relate packaging data to inventory data. Now you know what files are being used by which applications. You know when files are missing from applications on specific machines. You have the ability to see how applications have been installed on machines and you even see what hotfix levels of operating systems and applications have or have not been applied on specific machines.

We do this without dedicated hardware platforms or the requirement of dedicated distribution servers and endpoints. There is also no dedicated hardware platform required for patch management. None of the functions of our product are separately licensed modules. Everything is tightly integrated and leveraged within the product and everything operates from a single console. You may secure certain functions of the WinINSTALL console from specific users such as only allowing MSI packaging for one group of users while others can only work with patch management and others with asset management. All parts of the console have security built in that relies on the network operating system security at the outset and then additional layers within the console.

The next illustration shows the overall architecture of the product.

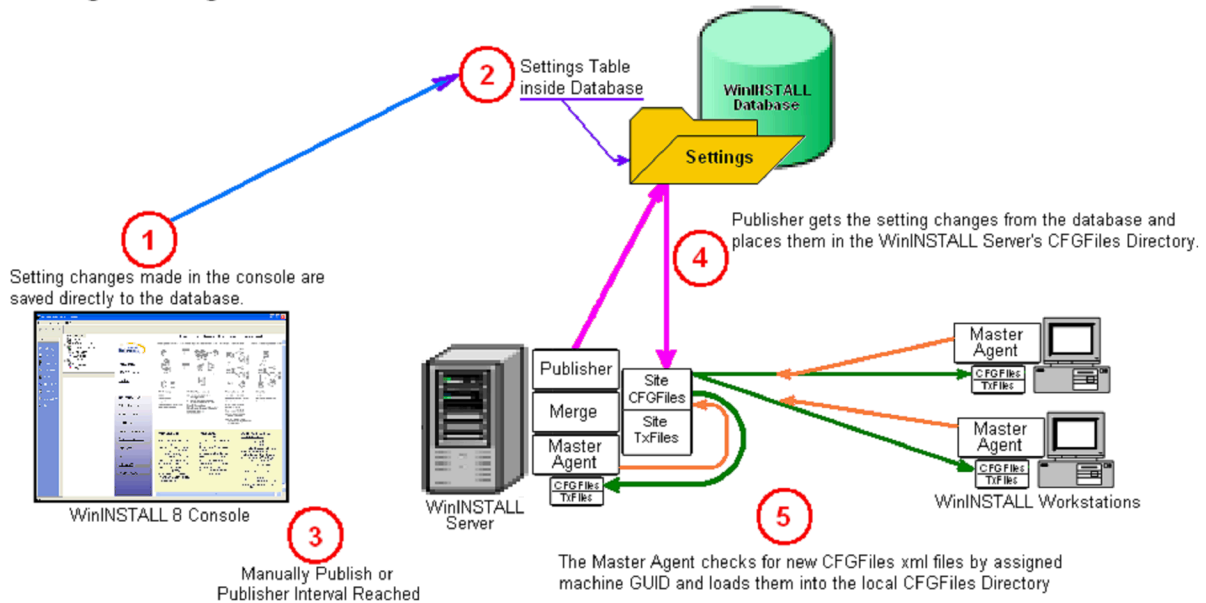


You will notice the WinINSTALL share at each local site. This is where WinINSTALL stores packages and where inventory information is pushed by our agents at the local

level. This allows only the WinINSTALL shares to communicate directly with the WinINSTALL database. All inventory information is sent via XML.

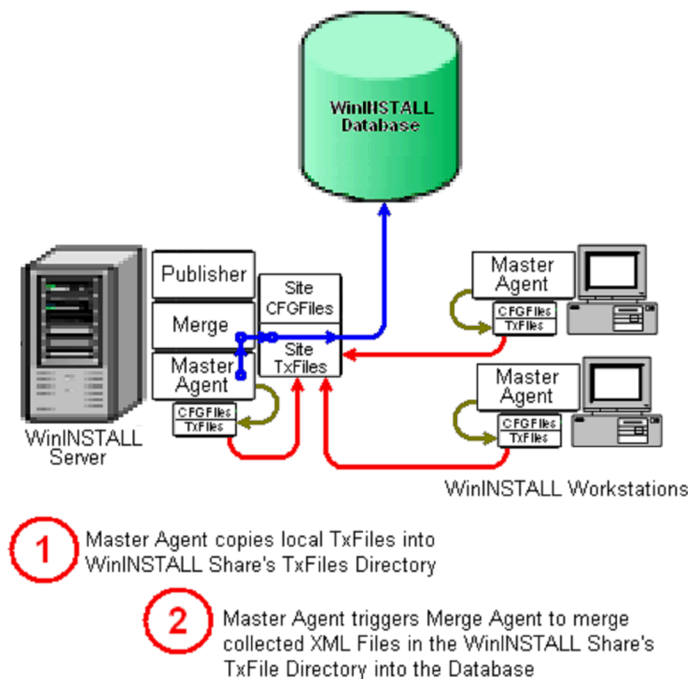
The next illustration shows the architecture of the WinINSTALL agents. It is important to note that our agent is not a client application that must be running on each machine. It is a light weight agent that runs as a service. The service requires only 5MB of storage on each machine and performs multiple tasks such as software distribution, inventory scans, patch management distribution and with the Desktop Availability Suite it also performs backup and restore capabilities for PC migration, hardware refresh, and disaster recovery.

### Getting Settings from the Database out to the Workstations and Servers



And the next illustration shows how data moves from machines to the database.

### Getting Data from Workstations and Server to the Database



The WinINSTALL database schema is published allowing the data to be mined with any SQL tools. It would be very easy to populate other system management tools and network management tools with the data that WinINSTALL collects.

## **FEATURES TO TAKE INTO CONSIDERATION**

### **COMMON TASK START PAGE**

Introduced with WinINSTALL LE 2003, the WinINSTALL 8 Common Task Start Page provides a new and improved starting point for administrators. Now with a single click you can move to tasks such as package creation, package management, package editing, inventory, client reset, replication and other WinINSTALL functions. You will enjoy the useful context help provided at each step helping the new WinINSTALL 8 administrator learn the many uses of WinINSTALL 8 and provide the advanced WinINSTALL administrator faster ways of using the product.

The Common Task Start Page also provides a portal to the technical resources at OnDemand Software. Now with a click you can search the WinINSTALL knowledgebase, enter the WinINSTALL online technical forum, email a support technician and even provide enhancement requests for our team.

### **SOFTWARE DISTRIBUTION**

With the ability to see all of the machines that you are working with software distribution becomes more easy to use than ever before. Targeting machines for delivery can take place directly from the WinINSTALL console in a variety of methods. Distribution has never been this easy yet flexible in function. WinINSTALL supports more distribution methods and flexibility than any other product available today. WinINSTALL 8 supports the following distribution methods;

- Drag and Drop – Now you can drag any package directly to a machine or group of machines and have installation OnDemand
- Inventory Based Distribution – allows you to run a query with any condition to distribute application packages to a subset of machines that need a particular patch, application or change
- Scheduled – distribution allows any machine or group of machines to have application packages installed at specific dates and times such as non-peak hours for specific groups of users
- Interactive distribution – allows users to pick applications from a menu of available packages to distribute when they need them
- WinINSTALL Program Launcher – otherwise known as WiPL allows packages to be installed on first use
- Internet installer – allows distribution via the internet
- Auto Distribution – allows package distribution at user log on
- Email distribution – allows packages to be attached to email messages for distribution

- CD Creation Wizard – allows distribution from a CD for those workstations that are remote and have larger builds that need to be installed or have limited network connections
- Windows Installer – is completely supported directly within WinINSTALL

WinINSTALL 8 continues to use a share based architecture enabling simple integration of a stable, enterprise-wide software deployment framework. WinINSTALL 8 can support small organizations with only a few machines up to the enterprise environment with tens of thousands of machines. Scalability is present without sacrificing ease of use. Enterprise functionality is available to every size customer with implementation measured in days and weeks rather than months and years.

WinINSTALL 8 continues the support of Checkpoint Restart for machines that are remotely connected. If a connection is lost distribution picks up where it left off when connection is restored. Checkpoint restart optimizes internet distribution by intelligently copying all necessary files to the local hard drive before beginning installation.

### **OPERATING SYSTEM AND SERVICE PACK INSTALLATION**

Most organizations have relied on managing third party imaging products to install operating systems, service packs and standard business operating environments on machines. While there are advantages in using imaging products many administrators have found the perils of managing these images over time. Many are supporting several images to support the many different hardware platforms that exist. Other problems that have added headache to imaging is updating the image.

WinINSTALL has the ability to build operating system templates that include every feature of how you need to install an operating system and service pack including the addition of multiple drivers and other very flexible and easy to use settings in the template. You can easily build a template that represents your core operating environment in minutes rather than days and weeks. WinINSTALL has the ability to deliver a third party image such as Ghost or PowerQuest or can invoke a Microsoft Unattended Install of the operating system doing away with the management of images altogether. Building the O/S template is all done with a very intuitive user interface. WinINSTALL also has the ability to support as many different templates and manage all from the WinINSTALL console.

WinINSTALL has also integrated technology that can build a hidden partition on the disk that contains the files needed to boot the machine to the network.

It is also very easy to automatically have WinINSTALL install the application load set after the O/S install again showing how all of these functions have relationship to managing machines. Our goal continues to follow the mission of helping to eliminate the need to visit the desktop to solve any software problem. We are very close to the delivering on that mission.

We continue to enhance our operating system installation capability and will have many new features in our 8.7 release in November as well as the version 9 release next year.



We are committed to complete remote client reset for both setting up new machines, re-setting machines that need repair as well as PC migration situations.

### **MSI AND WININSTALL APPLICATION AND PATCH PACKAGING**

WinINSTALL has provided one of the few point and click packaging solutions for many years. Our development team developed the very first MSI packager which has been offered for free since the inception of MSI and Windows 2000. This free MSI standard edition packager is available from the [www.ondemandsoftware.com](http://www.ondemandsoftware.com) website and has been used by tens of thousands of IT administrators worldwide. It is a perfect prelude to the WinINSTALL MSI Packager Professional Edition. There are many new features for packaging with version 8 and for the first time with any solution available today packaging is completely integrated with what is really running on the desktop not just what exists in packages that have been created. New features include;

- Conflict Assessment – allows package contents to be compared providing results that show where conflicts exist between packages. Where WinINSTALL 8 goes beyond any competitor is the relationship of package contents, conflict assessment results and real file inventory in our database. What does this mean? You now have the ability to compare a machine's file inventory with package contents and conflict assessment results to truly understand where conflicts truly hide. Every other packaging solution wants you to believe that if you check for conflicts between packages, test those packages, and have a good process for package creation that your installations are guaranteed to run. This is impossible without a comparison to the actual state of the machine. How would you know that installation is guaranteed to work? Packaging has always had an impact on the desktop even before MSI. Now with WinINSTALL 8 the integration is real and knowing what changes to the environment your packages are really going to make and create can only save useless calls to your helpdesk after package installation. Throw away your packaging only solution and upgrade to MSI packaging with knowledge.
- MSI Validation and Automatic Correction – allows the validation of MSI packages against standards such as the Microsoft Logo Certification. Potentially dangerous ICE errors are detected and can be automatically repaired.
- Baseline – allows an archived baseline image to be used in the WinINSTALL Discover Before Snapshot to speed package creation dramatically.
- New Patch Wizard – makes creating MSP or Patch files easier than ever.
- WinINSTALL 8 continues to support point and click automatic creation of MST (transforms) and MSM (merge modules).
- Package editing is logically laid out in the WinINSTALL 8 console and doesn't require scripting or conversion which always presents the risk of accuracy in packaging.
- And yes, WinINSTALL supports the use of VMWare for package creation to easily use virtual machines to build and test packages.

- The WinINSTALL MSI Packager Professional Edition is licensed per console. A console license is required for each person involved with building and editing packages. Or have an unlimited package creation capability with the full WinINSTALL 8 product and reap the benefits of packaging integrated with file inventory and start lowering the costs associated with resolving software problems caused by package installation.

WinINSTALL 8 continues to support the NAI native WinINSTALL package format that provides a great deal of flexibility when MSI just can't get the job done. A large number of variables are available with NAI as well as many command line switches that add a great deal of functionality when using the WinINSTALL installers.

### **HARDWARE AND SOFTWARE INVENTORY**

This new functionality in WinINSTALL 8 provides much more than asset management reporting. While asset management is a benefit of the new inventory management functions we now give you new ways to allow inventory to help you manage the availability of machines. Our new WinINSTALL 8 agent scans machines general hardware, services, devices, logical drive information. **On the software side WinINSTALL 8 provides inventory on all applications installed on the machine, inventory on all packages introduced to the database and all the files on the machine. You now have a complete "bill of materials" of all your machines. Now that you have a very complete file level and application level inventory many new capabilities are available. With a single click you can see the relationship of files to applications viewed right in the WinINSTALL 8 console. WinINSTALL 8 can even tell you when an applications file is missing! This is possible through the relationship of packages to real file level inventory.**

WinINSTALL 8.7 has enhanced asset management with the inclusion of additional WMI instrumentation for greater hardware inventory. New hardware inventory includes;

- Serial number
- IP address and sub-net mask
- Printer inventory including both network and local printers

Custom fields may be used within the asset management capability of WinINSTALL 8.7 for the inventory of non-scanable assets such as projectors, desks, chairs, etc.

### **LICENSE COMPLIANCE**

WinINSTALL 8.7 also now provides addition inventory to help measure software license compliance. An easy to use interface allows administrators to input license information such as how many copies of each product you own, what the cost of that license is and the contract expiration date of the software license. WinINSTALL 8.7 also provides inventory information on the number of licenses that have been installed, who has installed those licenses and who has used the license over a particular period of time. New reports

provide compliance information that show licenses owned versus how many are installed and how many have been used over the past period of time.

No other inventory product available provides this detailed and useful information.

A large number of reports are provided within WinINSTALL 8 that covers both asset management reporting as well as other useful information on the comprehensive database that WinINSTALL 8 holds.

WinINSTALL 8 ships with MSDE which will provide ample support for evaluation and test environments as well as companies with small numbers of users and machines. For enterprise support WinINSTALL 8 supports both Microsoft SQL and Oracle databases.

**The WinINSTALL 8 database is a powerful new foundation for managing all of your network machines and is the center of integration for all packaging, distribution, asset management, state management and reporting. Never before has a database provided this type of integration for Windows management.**

### **PATCH MANAGEMENT**

The new WinINSTALL 8.7 product includes a robust patch management solution for all Microsoft products including applications, operating systems and tools. The inventory capability in WinINSTALL now also includes the inventory of registry keys where hotfix levels are recorded. This new hotfix or patch inventory capability is leveraged within the integrated patch management functions to provide automatic vulnerability assessment for all machines. Patch management leverages packaging, inventory, distribution and replication capabilities within the product to continue the relationship of all functions working together with a single console and database to allow the management of the desktop environment to be much easier and simpler. Some of the functions of WinINSTALL 8.7 patch management are;

- Automatic harvesting of all Microsoft patch bulletins. The WinINSTALL console reads the Microsoft MSSECURE.XML file and harvests and organizes the bulletins with an easy view in the WinINSTALL console.
- With one simple click WinINSTALL 8.7 will automatically download the patch and automatically package the patch and organize it into a list file structure that you can design.
- Multiple flexible ways to patch machines leveraging the many distribution features of WinINSTALL. Patches can automatically install at user logon or may be scheduled to be installed at a future date and time as well as on a recurring basis.
- With the use of WinINSTALL replication patches can automatically be replicated to local sites to automatically patch machines at a local level rather than across the WAN.
- Leveraging WinINSTALL's flexible packaging capability patches can be easily edited once they are packaged by WinINSTALL. Any of the packaging conditions may be used within the package or any command line functions can be applied easily within the WinINSTALL package editing interface. No other patch man-

agement solution takes an approach to patch package customization that WinINSTALL allows.

## **MULTICAST REPLICATION**

WinINSTALL 8 provides new support for multicast replication for environments that support multicast. Now you can replicate a package or a list of packages to multiple remote sites in a one to many relationship. Each replication job can be pointed to any number of WinINSTALL servers and replicate in the most efficient way. If multicast is not supported WinINSTALL continues to support unicast replication as well. WinINSTALL 8 replication supports checkpoint restart for greater efficiency when network connections are lost. Upon reconnection the replication job picks up where it left off and assures delivery at all points.

## **NOTIFICATION AND REPORTING**

WinINSTALL 8 provides over 100 reports available directly from the console. These reports cover a variety of areas such as conflict assessment, asset management, results reporting, and any aspect of the machines managed by WinINSTALL 8. Other reports can be written with a license for Crystal Designer. We also are publishing our database schema which will allow the mining of the comprehensive data that WinINSTALL 8 stores in our database. A helpful Visio file is included with our setup for viewing the schema of our database. WinINSTALL 8 support notification through any ODBC database, SNMP trap, SMTP mail, Windows event log or text file logging.

## **SYSTEM REQUIREMENTS**

### **Database**

MSDE 2000  
SQL Server 2000  
Oracle 8

### **WinINSTALL Server**

#### Hardware

200 MB of disk space (for network components of WinINSTALL)  
Adequate disk space to store application packages and optional O/S templates

#### Software

Operating System:

Recommended: Windows XP / Windows 2000

Alternate: Windows NT 4.0 with sp 6a and IE 5.5 installed

Microsoft Windows Installer

*This file is included with Windows XP/2000 but must be separately installed with Windows NT.*

### **WinINSTALL Console**

#### Hardware

50 MB of disk space (for local components of WinINSTALL)

#### Software

Operating System:

Windows XP / Windows 2000

Microsoft Windows Installer

Display Resolution

1024 X 768 or better

### **Reference Machine**

Hardware

As required for applications being packaged

Software

Windows XP / Windows 2000 / 98 / 95 with SPs to support Y2K / Windows NT 4.0 with sp 6a and IE 5.5 installed

Microsoft Windows Installer

*This file is required only if you are building Windows Installer packages. It is included with Windows XP/2000 but must be separately installed with Windows NT. When Windows 9x is installed on the Reference Machine, you cannot create an .MSI package directly with Discover. You must first create an .NAI package and then convert it to .MSI.*

### **Client Workstations**

Hardware

As required for applications being installed

10 MB of disk space (for local components of WinINSTALL)

Software

Windows XP / Windows 2000 / 98 / 95 / Windows NT 4.0 with sp 6a and IE 5.5 installed



**BRIEF INTRODUCTION TO THE NEW  
WININSTALL DESKTOP AVAILABILITY SUITE**

The new WinINSTALL Desktop Availability Suite will be introduced in mid July 2004 along with WinINSTALL 8.7. The major difference between the DAS suite and WinINSTALL 8.7 is the integration of a robust migration engine. DAS will contain all of the WinINSTALL functionality including MSI packaging, distribution, asset management and patch management as well.

We believe that some form of PC migration takes place nearly every day in the enterprise. Migration has often been thought of as a one time event that is associated with the major project of moving a large number of corporate PCs from a legacy Windows platform to a new operating system platform such as the move to Windows XP. There are other functions that can be included in the definition of PC migration that support projects such as PC refresh where hardware is being retired and new PCs are coming in that need to have not only the new operating system installed but also all the applications, users PC personality as well as any locally saved data that may potentially reside locally on the machine. Another use of PC migration is with disaster recovery where locally saved data and user personality may need to be replaced or even in the situation where Windows becomes unstable and a complete client reset is more useful than dispatching technicians to desktops to troubleshoot and repair the Windows environment. OnDemand Software continues its quest to remove the need to visit a desktop to solve any software issues. The new DAS suite is another step forward with this vision. Following are the areas that are addressed with the DAS PC migration functionality.

- Migration from a single PC to another PC
- Backup of user personality and locally saved data from a single PC to a repository
- Restore the user personality and locally saved data from a single PC to a repository
- Policy creation of settings, preferences, options of the operating system and applications as well as type of data backup that can be applied directly to a single machine or to a group of machines such as an Active Directory OU
- Policy distribution of the settings, preferences, options of the operating system and applications as well as type of data backup that can be restored to a single machine or to a group of machines such as an Active Directory OU
- Remote Client Reset which can install the operating system, application load set, restore the user personality, locally saved data and inventory the asset post migration to continue the lifecycle management of the machine

All of these functions are important in the day-to-day management of the desktop environment and should leverage all other functions such as MSI packaging, software distribution, operating system installation, asset and inventory management, patch management and provide a single reporting engine across all areas.

We also believe that to provide true value to the corporate IT staff today where budgets are scrutinized closely a product should not require a base suite that additional modules and products must be licensed to achieve maximum functionality. This has been the approach of software vendors where revenue is the most important goal rather than providing real value and function to the IT staff. The WinINSTALL Desktop Availability Suite is very tightly integrated, allows unlimited consoles to be run, no additional modules to be licensed and installed at a cost that is lower than most tools today. We believe that patch management shouldn't cost as much as a packaging, distribution and asset management system combined. We have worked hard to integrate and leverage the information of each part of the product where others have worked hard to make sure that modules are required for optimum use. Add on modules are nothing more than a new venture on the bag of tools approach. You are asked to do more with less. We believe we have solutions that allow that approach.