

NetJapan ActiVImage Protector

Applying updates using the console for Push Install

1. Make sure that at least on one system the latest current version of ActiVImage Protector is installed. You get the latest updates directly over ActiVImage Protector (Help > Check for updates) or get it manual <http://download.netjapan.eu/AIP-Windows-Update.html>
Additional with the following overview you get always latest changelog and information for current updates: <https://www.netjapan.eu/en-eu/backup-dr-assistance/technical-doc/>
2. Start on system which uses latest current version of ActiVImage Protector the graphical user interface from ActiVImage Protector.
3. Navigate to the menu point 'Preferences' > 'Console' and check the option „Enable Push Install.“ and save the changes with 'Apply'.
4. Navigate in the main menu to menu point 'Utilities' > 'Push Install'.
5. Choose now the ActiVImage Protector update package and follow the instructions from the wizard.

Hints for the point 'Product Key': Use always only the matching key for the Edition.

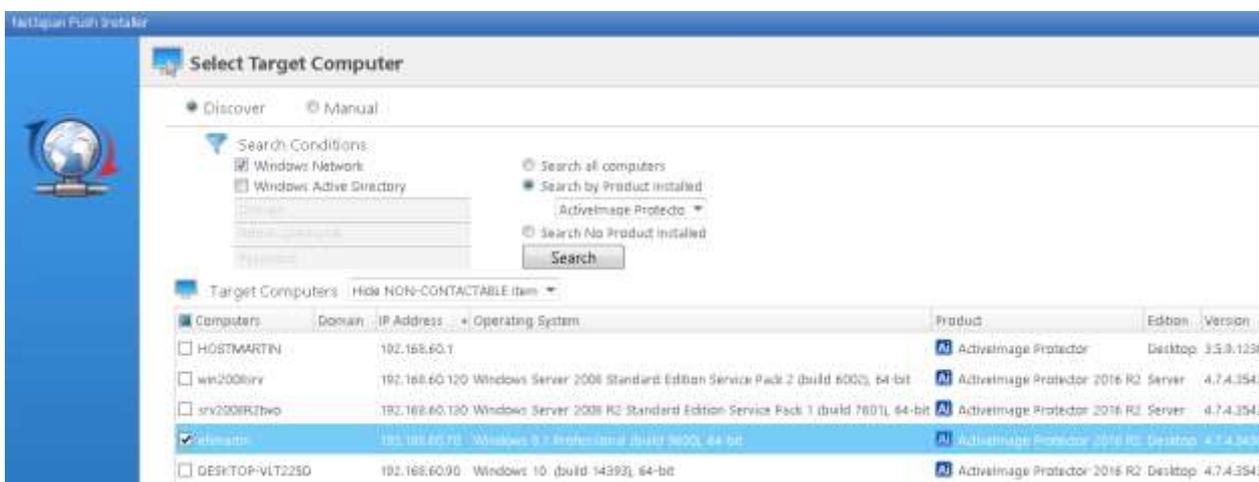
Example with single licenses:

You have one license for 10 Desktop Editions and one license for 3 Server Editions and one license for one SBS Edition. Just begin in this case with i.e. updating these 10 Desktop Editions, enter the license and click on next and choose only the 10 Desktop agents in the selection and continue with the update, which we explain later in this document in more detail. After this is done you start from beginning and now you enter the license of these 3 Server Editions and click on next and choose only the 3 Server agents in the selection and continue with the update, we did before. Finally repeat this steps for the SBS Edition with the same instructions we did before.

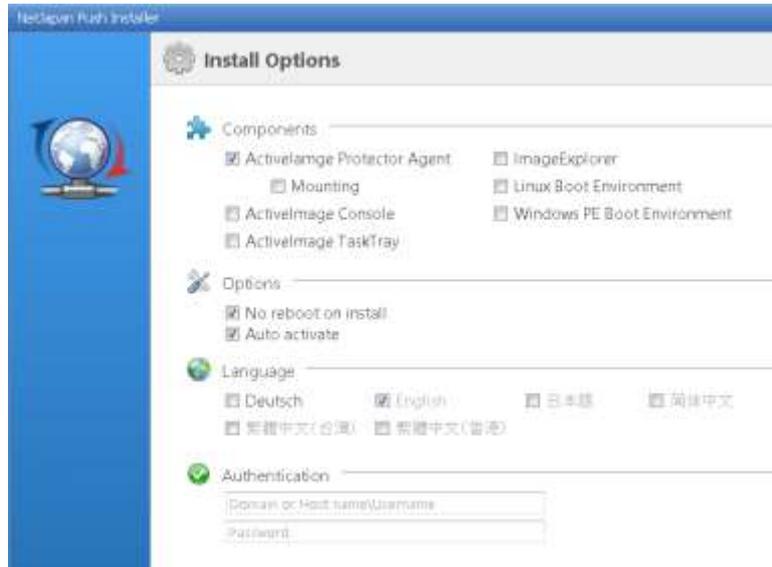
Example with Virtual Edition:

Enter the license of the Virtual Edition, now it does not make a difference if you have Desktop, SBS or Server Editions as agents, this license type is independent.

6. Choose target systems: You can choose in the section 'Select Target Computer' from the wizard if you are using a Windows domain the Active Directory option for an easier and faster option to find all systems for the update to run the remote installation. In a Windows workgroup environment you need to specify for each single system the user credentials separately if necessary. Example:

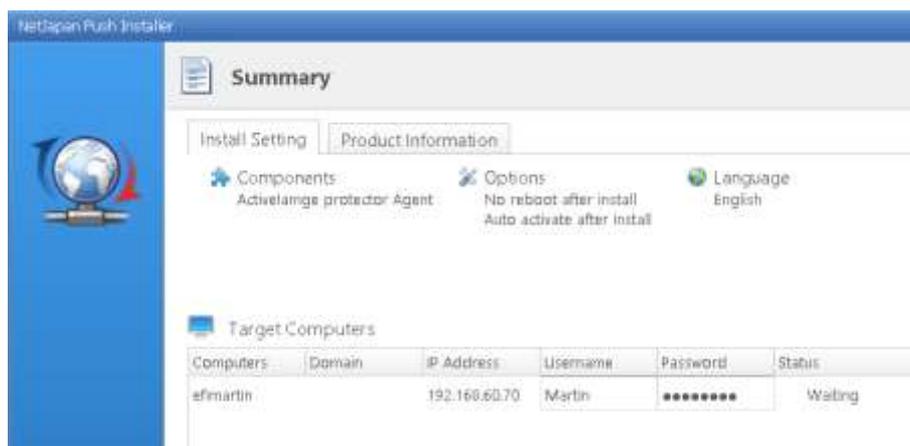


7. Modules and installable functions: You can choose in the section 'Install Options' all components which you want to cover using the update. If you did a typical standard installation before, which installs all components by default, you need to select all components on the update as well. If you did a custom installation before, select only the components you installed. The selection 'Options' you can keep both default selected options, but important note the most updates require a reboot.
Example:



Hints for the point 'Authentication': Within a Windows domain you can regular use the domain administrator, at a Windows workgroup environment you need to enter at least one user account and in the next step you can specify for each single system if needed an individual administrative user account.

8. At the end of the wizard you see a summary of your chosen settings and options. Example:



9. Patch installation: We differentiate between update and install package (AipUpdate* / Setup*). Additionally, we have patches (AipPatch*). The patch deployment can be done over the console for Push Install too. Important notes for the specific patch are always within the download archive from the individual patch. The patch update will be done like a regular update we explained before, all other information can be read in the patch notes.
10. Troubleshooting / Solutions:
 - Access to Desktop operation systems using administrative user credentials fails:
 - In the most cases UAC is the root cause of the problem. The following Microsoft KB article can solve the problem: <https://support.microsoft.com/en-us/kb/942817>
 - Check your local firewall and security applications of possible blocking
 - Administrative Benutzer müssen ein Passwort gesetzt haben
 - Access to Server operation systems using administrative user credentials fails:
 - Check your group policy settings and from the used accounts in the domain that no restrictions are present
 - Check your local firewall and security applications of possible blocking
 - For other questions/requests please open a support case to contact the NetJapan support team: <http://support.netjapan.eu>

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