Ivanti Device and Application Control 5.2

Setup Guide

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Preface

About This Document

This Setup Guide is a resource written for all users of Ivanti Device and Application Control 5.2. This document defines the concepts and procedures for installing, configuring, implementing, and using Ivanti Device and Application Control 5.2.

**Tip:** Ivanti documentation is updated on a regular basis. To acquire the latest version of this or any other published document, please refer to the Ivanti Product Documentation (https://help.ivanti.com).

Typographical Conventions

The following conventions are used throughout this documentation to help you identify various information types.

Table 1: Typographical Conventions

<table>
<thead>
<tr>
<th>Convention</th>
<th>Usage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>bold</strong></td>
<td>Buttons, menu items, window and screen objects.</td>
</tr>
<tr>
<td><strong>bold italics</strong></td>
<td>Wizard names, window names, and page names.</td>
</tr>
<tr>
<td><strong>italics</strong></td>
<td>New terms, options, and variables.</td>
</tr>
<tr>
<td><strong>MONOSPACE UPPERCASE</strong></td>
<td>Keyboard keys.</td>
</tr>
<tr>
<td><strong>BOLD UPPERCASE</strong></td>
<td>SQL Commands.</td>
</tr>
<tr>
<td><strong>monospace</strong></td>
<td>File names, path names, programs, executables, command syntax, and property names.</td>
</tr>
</tbody>
</table>
Planning Your Installation

Planning for your software installation requires knowledge of the minimum system requirements necessary to support Application Control and Device Control coupled with recommendations for network security rules that can enhance the security state of your environment.

To assist in gathering the information required for a smooth installation, Ivanti recommends that you use the Installation Checklist on page 18.

Recommended Security Rules

Ivanti recommends that you define certain administrative security rules before installing Ivanti Device and Application Control.

The recommended security settings are specific to Microsoft® Windows® and complement operation of Ivanti Device and Application Control.

Table 2: Recommended Security Rules

<table>
<thead>
<tr>
<th>Security Rule</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hard Disk Encryption</td>
<td>Encrypts computer disk drives to prevent unauthorized user access to the computer hard disk drive.</td>
</tr>
<tr>
<td>Password Protect the BIOS</td>
<td>Prevents administrative user access when using a CMOS reset jumper, in combination with password protection for the BIOS and seal/chassis intrusion protection.</td>
</tr>
<tr>
<td>Seal/Chassis Intrusion Protector</td>
<td>Uses seal and/or chassis intrusion protection hardware to prevent administrative user access using an external boot device to bypass workstation security software.</td>
</tr>
<tr>
<td>Administrative Rights</td>
<td>Remove local users from the local Administrators group to prevent unrestricted local user computer access.</td>
</tr>
<tr>
<td>Power Users</td>
<td>Remove local users from the Power Users group to prevent users from tampering or bypassing standard Windows security policies.</td>
</tr>
<tr>
<td>Security Rule</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Access Policy</td>
<td>Restrict network and file access as much as possible, including use restriction only to NTFS partitions.</td>
</tr>
<tr>
<td>NTFS Partition</td>
<td>Use of NTFS partitioning is required for installation of Ivanti Device and Application Control product solutions.</td>
</tr>
<tr>
<td>Recovery Console</td>
<td>Password protect user access to the <strong>Recovery Console</strong>, which is available for the Windows DVD/CD-ROM or MSDN subscription.</td>
</tr>
<tr>
<td>Service Pack and Hot Fixes</td>
<td>Always install the latest service packs and hot fixes for the operating system supported by Ivanti Device and Application Control product solutions.</td>
</tr>
<tr>
<td>Firewalls</td>
<td>Use traditional perimeter-based security systems, like firewalls, to complement Ivanti Device and Application Control product solutions.</td>
</tr>
<tr>
<td>Password Policies</td>
<td>Maintain strong password security policies.</td>
</tr>
<tr>
<td>Private and Public Key Generation</td>
<td>Deploy Ivanti Device and Application Control product solutions using secure public and private key pairs.</td>
</tr>
</tbody>
</table>

**System Requirements**

The following sections describe the minimum system requirements necessary for successful installation of Ivanti Device and Application Control and the languages supported by the client.

The listed specifications are a minimum; larger network environments, may require additional hardware and software resources. The system requirements for Ivanti Device and Application Control are listed in the following topics.

**Important:** For installation or upgrade to Ivanti Device and Application Control version 5.2:

- You must have a valid license file that is issued specifically for version 4.5 or later. Confirm that you have the required license file available before you begin installation.
- License files issued before Ivanti Device and Application Control version 4.5 will not work with the Application Server and may cause your Application Servers to stop working.
- The Ivanti Device and Application Control 4.5 license must be installed before you install or upgrade the Ivanti Device and Application Control database, and then the Application Server.
- Request a new license file using the **Downloads** tab on the Self-Service Portal.
Minimum Hardware Requirements

The minimum Ivanti Device and Application Control hardware requirements depend upon your service network environment, including the type of database supported, the number of Application Servers you need to support a distributed network, and the number of subscribed clients.

The hardware requirements for Ivanti Device and Application Control vary depending upon the number of servers and clients you manage. The following minimum hardware requirements will support up to:

- 200 connected Ivanti Device and Application Control clients for Device Control
- 50 connected Ivanti Device and Application Control clients for Application Control

Table 3: Minimum Hardware Requirements

<table>
<thead>
<tr>
<th>Ivanti Device and Application Control Component</th>
<th>Requirement</th>
</tr>
</thead>
</table>
| Database                                      | • 1 GB (4 GB recommended) memory  
  • Pentium® Dual-Core CPU processor or AMD equivalent  
  • 3 GB minimum hard disk drive  
  • 100 MBits/s NIC |
| Application Server                            | • 512 MB (1 GB recommended) memory  
  • Pentium® Dual-Core CPU or AMD equivalent  
  • 3 GB minimum hard disk drive  
  • 100 MBits/s NIC |
| Management Console                            | • 512 MB (1 GB recommended) memory  
  • 15 MB hard disk drive for installation, and 150 MB additional for application files  
  • 1024 by 768 pixels for display |
| Client                                        | • 256 MB (1 GB recommended) memory  
  • 10 MB hard disk drive for installation, and several additional GB for full shadowing feature of Device Control  
  • 100 MBits/s NIC |
**Supported Operating Systems**

Ivanti Device and Application Control supports multiple Microsoft Windows operations systems for the Application Server, Management Console, database, and client.

The operating system requirements for Ivanti Device and Application Control components are outlined as follows.

Table 4: Operating System Requirements

<table>
<thead>
<tr>
<th><strong>Ivanti Device and Application Control Component</strong></th>
<th><strong>Requirement</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Database</td>
<td>One of the following:</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows Server 2008 R2 with SP1 (64 bit only)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows Server 2012 (64-bit only)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows Server 2012 R2 (64-bit only)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows Server 2016, Standard, Datacenter and Essentials Edition (64-bit only)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft Windows Server 2019, Standard, Datacenter and Essentials Edition (64-bit only)</td>
</tr>
<tr>
<td>Application Server</td>
<td>One of the following:</td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2008 R2 with SP1 (64 bit only)</td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2012 (64-bit only)</td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2012 R2 (64-bit only)</td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2016, Standard, Datacenter and Essentials Edition (64-bit only)</td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2019, Standard, Datacenter and Essentials Edition (64-bit only)</td>
</tr>
<tr>
<td>Management Console</td>
<td>One of the following:</td>
</tr>
<tr>
<td></td>
<td>• Windows 7 SP1 (32-bit and 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2008 R2 with SP1 (64 bit only)</td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2012 (64 bit only)</td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2012 R2 (64 bit only)</td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2016, Standard, Datacenter and Essentials Edition (64-bit only)</td>
</tr>
<tr>
<td></td>
<td>• Windows Server 2019, Standard, Datacenter and Essentials Edition (64-bit only)</td>
</tr>
<tr>
<td></td>
<td>• Windows 8 and 8.1 (32-bit and 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Windows 10 (32-bit and 64-bit)</td>
</tr>
<tr>
<td>Ivanti Device and Application Control Component</td>
<td>Requirement</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>--------------</td>
</tr>
<tr>
<td>Client</td>
<td>One of the following:</td>
</tr>
<tr>
<td></td>
<td>- Windows Server 2008 R2 (64 bit only)</td>
</tr>
<tr>
<td></td>
<td>- Windows Server 2012 (64 bit only)</td>
</tr>
<tr>
<td></td>
<td>- Windows Server 2012 R2 (64 bit only)</td>
</tr>
<tr>
<td></td>
<td>- Windows Server 2016, Standard, Datacenter and Essentials Edition (64-bit only)</td>
</tr>
<tr>
<td></td>
<td>- Windows Server 2019, Standard, Datacenter and Essentials Edition (64-bit only)</td>
</tr>
<tr>
<td></td>
<td>- Windows 7 SP 1 (32-bit and 64-bit)</td>
</tr>
<tr>
<td></td>
<td>- Windows Embedded Standard 7 SP1 (32-bit and 64-bit)</td>
</tr>
<tr>
<td></td>
<td>- Windows 7 Thin PC</td>
</tr>
<tr>
<td></td>
<td>- Windows 8 (32-bit and 64-bit)</td>
</tr>
<tr>
<td></td>
<td>- Windows 8.1 (32-bit and 64-bit)</td>
</tr>
<tr>
<td></td>
<td>- Windows Embedded 8.1 Industry Pro and Industry Enterprise (64-bit) <strong>NOTE: Both these editions are identified as Windows Embedded 8.1 Industry by Microsoft.</strong></td>
</tr>
<tr>
<td></td>
<td>- Windows 10 Education, Enterprise, and Professional editions (32-bit and 64-bit)</td>
</tr>
<tr>
<td></td>
<td>- Citrix XenApp 7.12</td>
</tr>
<tr>
<td></td>
<td>- Citrix XenApp 7.14.1</td>
</tr>
<tr>
<td></td>
<td>- Citrix XenApp 7.15</td>
</tr>
<tr>
<td></td>
<td>- Citrix XenApp 7.17</td>
</tr>
<tr>
<td></td>
<td>- Citrix XenApp 7.18</td>
</tr>
<tr>
<td></td>
<td>- Citrix XenDesktop 7.12</td>
</tr>
<tr>
<td></td>
<td>- Citrix XenDesktop 7.14.1</td>
</tr>
<tr>
<td></td>
<td>- Citrix XenDesktop 7.15</td>
</tr>
<tr>
<td></td>
<td>- Citrix XenDesktop 7.17</td>
</tr>
<tr>
<td></td>
<td>- Citrix XenDesktop 7.18</td>
</tr>
</tbody>
</table>
**Supported Databases**

Ivanti Device and Application Control supports multiple releases of Microsoft® SQL Server®. You should choose the database instance required by your network operating environment and the number of Application Servers and subscribed clients the application must support.

The database requirements for Ivanti Device and Application Control components are outlined as follows.

Table 5: Database Requirements

<table>
<thead>
<tr>
<th>Ivanti Device and Application Control Component</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database</td>
<td>One of the following:</td>
</tr>
<tr>
<td></td>
<td>• Microsoft SQL Server 2012, Standard, Enterprise, Express Edition (32-bit and 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft SQL Server 2014, Standard, Enterprise, Express Edition (32-bit and 64-bit)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft SQL Server 2016, Standard, Enterprise, Express Edition (64-bit only)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft SQL Server 2017, Standard, Enterprise, Express Edition (64-bit only)</td>
</tr>
<tr>
<td></td>
<td>• Microsoft SQL Server 2019, Standard, Enterprise, Express Edition (64-bit only)</td>
</tr>
</tbody>
</table>

**Other Software Requirements**

Ivanti Device and Application Control requires the following additional software.

Additional software requirements for Ivanti Device and Application Control components are outlined as follows.

Table 6: Other Software Requirements

<table>
<thead>
<tr>
<th>Ivanti Device and Application Control Component</th>
<th>Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Database</td>
<td>No additional software requirements.</td>
</tr>
</tbody>
</table>
Ivanti Device and Application Control Component | Requirement
--- | ---

**Attention:** Certificate authority installation applies to Device Control only for centralized encryption capability.

Certificate authority installation applies to both Device Control and Application Control for secure server communications.

A Certificate Authority is required to use secure communications between clients and servers, and intra-server communications.

Client | No additional software requirements.

### Recommended Configuration

To maximize Ivanti Device and Application Control for operation in a Microsoft Windows environment, you should configure your network environment database and client components using the following suggested configurations.

The recommended configurations for Ivanti Device and Application Control components are outlined as follows. These settings represent the usual default settings, but should be confirmed before beginning Ivanti Device and Application Control installation.

#### Table 7: Recommended Configuration

<table>
<thead>
<tr>
<th>Ivanti Device and Application Control Component</th>
<th>Requirement</th>
</tr>
</thead>
</table>
| Database | • Change the Windows **Event Viewer** settings to 1024 KB and choose to overwrite events as necessary.  
• Change Windows **Performance** settings to prioritize for background applications. |
| Application Server | None recommended. |
| Management Console | None recommended. |
### Client Supported Languages

The Ivanti Device and Application Control client supports multiple languages in text format.

The Ivanti Device and Application Control client is supported in the following languages:

- English
- French
- Italian
- German
- Spanish
- Japanese
- Simplified Chinese
- Traditional Chinese
- Russian
- Dutch
- Portuguese
- Swedish

### Licensing Ivanti Device and Application Control Products

The following types of licenses are available for Ivanti Device and Application Control product solutions:

- An **Evaluation License** provides you with a fully functioning Ivanti Device and Application Control product solution for a limited time.
- A **Perpetual License** provides full capacity for an unlimited period.
- A **Subscription License** provides full capacity for the time period specified by the terms of your license.
Chapter 2

Installing Ivanti Device and Application Control Components

Ivanti Device and Application Control component installation requires that you follow a series of interdependent tasks in a prescribed order. Before you begin, you must have a valid license key for each software application(s) that you are installing.

Successful installation of Ivanti Device and Application Control requires you to install components in the following order:

1. Install the database.
2. Generate and save a public and private key pair. This action is not required, however, Ivanti strongly recommends the use of a public-private key pair to provide the highest level of security.
3. Install the Application Server(s).
4. Install the Management Console.
5. Install and deploy the client.
Installation Overview

Ivanti Device and Application Control component installation requires that you follow a series of interdependent tasks in a prescribed order. Before you begin, you must have a valid license key for each software application(s) that you are installing.

Use the following process to identify tasks for installing components installing Ivanti Device and Application Control, for your convenience this process refers to the Installation Checklist on page 18.

![Installation Process Flow Diagram]

Figure 1: Ivanti Device and Application Control Product Solution Installation Process Flow

Installation Checklist

The installation checklist outlines the detailed tasks that you must perform when installing the Ivanti Device and Application Control solutions.

This checklist guides you through the installation process.

**Important:** For installation or upgrade to Ivanti Device and Application Control version 5.2:

- You must have a valid license file that is issued specifically for version 4.5 or later. Confirm that you have the required license file available before you begin installation.
- License files issued before Ivanti Device and Application Control version 4.5 will not work with the Application Server and may cause your Application Servers to stop working.
- The Ivanti Device and Application Control 4.5 license must be installed before you install or upgrade the Ivanti Device and Application Control database, and then the Application Server.
- Request a new license file using the **Downloads** tab on the Self-Service Portal.

To begin your installation:
1. Copy the Ivanti Device and Application Control license file to the `\Windows\System32` or `\Windows\SysWOW64` folder, and rename the file to `endpoint.lic`. The license file may be installed after installing the database, however, the license file must be installed before installing the Application Server.

2. Download the Ivanti Device and Application Control application software from the Self-Service Portal.

3. Create a device, media, or software application inventory which lists the items that you want Ivanti Device and Application Control to control.

4. Document company policy that defines:
   - Device permissions.
   - Shadowing requirements.
   - Device encryption requirements.
   - Ivanti Device and Application Control administrators and their roles.
   - Global domain groups for Ivanti Device and Application Control administrators.

5. Plan your Ivanti Device and Application Control network architecture, based on capacity requirements, that list the Application Server host names and IP addresses.

6. Create a dedicated Application Server domain user rights service account and set the following:
   - **User cannot change password**.
   - **Password never expires**.

   The domain account must have local administration rights when you plan to use the TLS communication protocol for client-Application Server and inter-Application Server data transfers.

7. Create **Impersonate a client after authentication** user rights for the Application Server. See Impersonate a Client After Authentication (http://support.microsoft.com/kb/821546) for additional information about impersonating a client after authentication user rights.

8. Verify that the Application Server domain account has **Log on as a service** user rights. See Add the Log on as a service right to an account (http://technet.microsoft.com/en-us/library/cc739424(WS.10).aspx) for additional information about logging on as a service user rights.

9. Install Microsoft® Internet Information Services on the same computer as the certification authority, otherwise the enterprise root certificate cannot be generated. See Internet Information Services (IIS) (http://www.iis.net) for additional information about installing Internet Information Services.


13. To install multiple Application Server s, create a shared file directory on a file server to share the Datafile directory component. This action is only required if you will be using more than one Application Server.

14. Complete **Generating a Key Pair** on page 23. This action is recommended, but not required.
15. Complete Installing the Application Server on page 25.

**Important:** The Application Server service account must have database owner (DBO) rights to the Ivanti Device and Application Control database.

17. Complete Installing the Client on page 35.
18. Test your Ivanti Device and Application Control product solution installation for functionality.

## Installing the Database

The Ivanti Device and Application Control database is the first component that you install. The database serves as the central repository for device permissions rules and executable file authorizations.

**Prerequisites:**

**Important:** For installation or upgrade to Ivanti Device and Application Control version 5.2:

- You must have a valid license file that is issued specifically for version 4.5 or later. Confirm that you have the required license file available before you begin installation.
- License files issued before Ivanti Device and Application Control version 4.5 will not work with the Application Server and may cause your Application Servers to stop working.
- The Ivanti Device and Application Control 4.5 license must be installed before you install or upgrade the Ivanti Device and Application Control database, and then the Application Server.
- Request a new license file using the Downloads tab on the Self-Service Portal.

**Caution:** When installing SQL server updates, ensure SQL server restarts properly as this may prevent SXS server from starting as the database will be unavailable.

Before you can successfully install the Ivanti Device and Application Control database, you must:

- Verify that you satisfy the minimum hardware and software system requirements.
- If you will be using a database cluster, you must specify an alternate TDS port during SQL server setup. See Creating a Server Alias for Use by a Client (SQL Server Configuration Manager) (http://msdn.microsoft.com/en-us/library/ms190445.aspx) for additional information about creating a server alias. You can install the Ivanti Device and Application Control database on a server cluster, where there are at least two servers in the cluster running SQL Server. For additional information regarding database clustering, see Microsoft Cluster Service (MSCS) Installation Resources (http://support.microsoft.com/kb/259267).

1. Log in to a computer as an administrative user with access to a Microsoft® SQL Server®.
2. Close all programs running on the computer.
3. From the location where you saved the Ivanti Device and Application Control application software, run the `\server\db\Db.exe` file.

   **Step Result:** The *Installation Wizard Welcome* page opens.

4. Click **Next**.

   **Step Result:** The *License Agreement* page opens.

5. Review the license agreement and, if you agree, select **I accept the terms in the license agreement**.

6. Click **Next**.

   **Step Result:** The *Destination Folder* page opens.
7. You may choose an installation destination folder other than the default folder `C:\Program Files \Ivanti\Device and Application Control\`.

   a) Click **Change**

   **Step Result:** The *Change Current Destination Folder* page opens.

   ![Change Current Destination Folder Page](image)

   Figure 5: Change Current Destination Folder Page

   b) Select a folder from the **Look in:** field.

   c) Click **OK**.

   **Step Result:** The *Change Current Destination Folder* closes, and the *Destination Folder* page changes to reflect the new location.

8. Click **Next**.

   **Step Result:** The *Ready to Install the Program* page opens.

   ![Ready to Install the Program Dialog](image)

   Figure 6: Ready to Install the Program Dialog

9. Click **Install**.

   A progress bar runs on the page, showing installation progress.

   **Step Result:** The *Completed* page opens.

10. Click **Finish**.

    **Result:** Ivanti Device and Application Control setup runs the SQL installation scripts and creates the Ivanti Device and Application Control database for the SQL Server database instance that you specified.
Generating a Key Pair

The Application Server uses an asymmetric encryption system to communicate with a client, using a public-private key pair that you generate during installation.

The Application Server and Ivanti Device and Application Control clients contain a embedded default public and private key pair that should only be used with an evaluation license. Ivanti provides a Key Pair Generator utility, which generates a key pair for fully licensed application installations. The key pair ensures the integrity for communication between the Application Server and clients.

When an Application Server cannot find a valid key pair at startup, the event is logged and Ivanti Device and Application Control uses the default key pair.

Caution: When you are using Device Control, do not change the key pair:

- For media encrypted before exchanging a key pair, which will result in disabling password recovery for the previously encrypted media.
- During a Ivanti Device and Application Control upgrade installation which will result in the loss of access to media previously encrypted centrally and subsequent loss of data.
- During a Ivanti Device and Application Control upgrade installation when client hardening is enabled, which will cause Application Control and Device Control installations to fail.

1. From the location where you saved the Ivanti Device and Application Control application software, run the `server\keygen\keygen.exe` file.

   **Step Result:** The **Key Pair Generator** dialog opens.

   ![Key Pair Generator Dialog](image)

   **Figure 7: Key Pair Generator Dialog**

2. In the **Directory** field, enter the name of the temporary directory where you will save the key pair.

3. In the **Seed** field, type a random alphanumeric text string.

   This text is used to initiate the random number generator; the longer the text string the more secure the key pair.
4. Click Create keys.

**Step Result:** The Key Pair Generator confirmation dialog opens.

![Key Pair Generator Dialog](image)

Figure 8: Key Pair Generator Dialog

5. Click OK.

**Step Result:** You return to the Key Pair Generator dialog.

6. Click Exit.

**Result:** The keys are saved as sx-private.key and sx-public.key files in the directory you specified.

**After Completing This Task:**
Distribute the key pair by copying the sx-private.key and sx-public.key files to c:\windows\system32 (32-bit systems) or c:\windows\syswow64 (64-bit systems) on the computer(s) where you are installing the Application Server. At startup, the Application Server searches all drive locations for a valid key pair, stopping at the first valid key pair.
Installing the Application Server

The Application Server processes Ivanti Device and Application Control client activities and is the only application component that connects to the database. One or more Application Servers communicate device and application control information between the Ivanti Device and Application Control database and Ivanti Device and Application Control client(s).

Prerequisites:

Before you can successfully install the Application Server, you must:

- Verify that a valid Ivanti Device and Application Control license file is listed in `c:\windows\system32` (32-bit systems) or `c:\windows\syswow64` (64-bit systems), and file name is `endpoint.lic`.

**Important:** For installation or upgrade to Ivanti Device and Application Control version 5.2:

- You must have a valid license file that is issued specifically for version 4.5 or later. Confirm that you have the required license file available before you begin installation.
- License files issued before Ivanti Device and Application Control version 4.5 will not work with the Application Server and may cause your Application Servers to stop working.
- The Ivanti Device and Application Control 4.5 license must be installed before you install or upgrade the Ivanti Device and Application Control database, and then the Application Server.
- Request a new license file using the Downloads tab on the Self-Service Portal.

- Verify that you satisfy the minimum hardware and software system requirements.

- When using TLS protocol confirm TCP ports 33115 and 65229 are open. When not using TLS protocol open TCP port 65129. Depending upon how firewalls are setup in your environment, these ports may be closed.
- Configure the TCP/IP protocol to use a fixed IP address for the computer that runs the Application Server.
- Configure the Application Server host computer to perform fully qualified domain name (FQDN) resolution for the Ivanti Device and Application Control clients that the server manages.
- Synchronize the Application Server's system clock with the Ivanti Device and Application Control database server's system clock using the Microsoft Windows time service. See Time Service ([http://support.microsoft.com/kb/816042](http://support.microsoft.com/kb/816042)) for details about using the Microsoft Windows time service.
1. Log in with administrative user access to the computer where you are installing the Application Server.

**Important:** For Active Directory environments, log in using the dedicated Application Server domain user rights service account. The Application Server installation process configures the Application Server service account for access to the database.

2. Close all programs running on the computer.

3. From the location where you saved the Ivanti Device and Application Control application software, run `\server\sxs\Server.exe`.

4. Click **OK**.

   **Step Result:** The *Installation Wizard Welcome* page opens.

   ![Figure 9: Welcome Page](image)

5. Click **Next**.

   **Step Result:** The *License Agreement* page opens.

   ![Figure 10: License Agreement Page](image)

6. Review the license agreement and, if you agree, select **I accept the terms in the license agreement**.
Installing Ivanti Device and Application Control Components

7. Click **Next**.

   **Step Result:** The **Setup** dialog opens when the setup process detects an operating system that is subject to security changes concerning Remote Procedure Calls (RPC).

   ![Setup Dialog](image)

   Figure 11: Setup Dialog

8. Click **Yes**.

   **Step Result:** A confirmation dialog opens after the registry value is reset.

   ![Confirmation Dialog](image)

   Figure 12: The Setup Dialog

9. Click **OK**.

   **Step Result:** The **Destination Folder** page opens.

   ![Destination Folder Page](image)

   Figure 13: Destination Folder Page
10. You may choose an installation destination folder other than the Ivanti Device and Application Control default folder \C:\Program Files\Ivanti\Device and Application Control\. 
   
a) Click Change.
   
   **Step Result:** The **Change Current Destination Folder** page opens.

![Change Current Destination Folder Page](image)

b) Select a folder from the **Look in:** field.
c) Click **OK**.
   
   **Step Result:** The **Change Current Destination Folder** closes, and the **Destination Folder** page changes to reflect the new location.

11. Click **Next**.
   
   **Step Result:** The **Service Account** page opens.

![Service Account Page](image)

12. Type the name of the user or domain in the **User Account** field for access to the Application Server. Enter domain account information using the **Domain\User** format, and local account information using the **Computer\User** format. Ivanti Device and Application Control supports use of standard NetBIOS computer names up to fifteen (15) characters long.
   
   **Tip:** This is the user name that you created when you configured the domain service account for the Application Server.

13. In the **Password** field, type the user account access password.
14. Click Next.

Step Result: The **Database Server** page opens.

![Database Server Page](image)

Figure 16: Database Server Page

15. Type the name of the database instance for the Application Server connection, using the `servername\instancename` format.

The default database instance is automatically populated, when installed on the same computer. Alternately, the `instancename` is not required if the database is installed in the default instance of Microsoft SQL Server.

16. Click Next.

Step Result: The **Datafile directory** page opens.

![Datafile Directory Page](image)

Figure 17: Datafile Directory Page
17. You may choose a folder other than the Ivanti Device and Application Control default folder, C:\DataFileDirectory, where Application Server log, shadow, and scan files are stored.

**Tip:** Use a permanent network share when you are installing more than one Application Server or a dedicated file server. To improve performance for a multi-server installation, assign a separate data file directory to each server to provide load balancing; although more than one server can access the same data file directory. Use a Universal Uniform Name Convention path name; do not use a mapped drive name.

a) Click **Change**.

**Step Result:** The **Select datafile directory** page opens.

![Select Datafile Directory Page](image)

b) Type the name of the datafile directory in the **Folder name:** field.

c) Click **OK**.

18. Click **Next**.

**Step Result:** The **Server communication protocol** page opens.

![Server Communication Protocol Page](image)

19. Select an encryption option.

**Important:** Do not select **Apply encryption via TLS - setup will generate a TLS certificate** as it is no longer supported.

**Restriction:** The server communication protocol options shown depend upon the client version supported and whether a certification authority digital certificate is installed.
20. Click Next.

**Step Result:** The *Server communication protocol* page opens.

![Server Communication Protocol Ports Page](image)

Figure 20: Server Communication Protocol Ports Page

21. Specify the communication port(s).

**Restriction:** The port field(s) shown depend upon the encryption communication protocol that you selected previously.

22. Click Next.

**Step Result:** The *Syslog Server* page opens.

![Syslog Server Page](image)

Figure 21: Syslog Server Page

23. Type the name or the IP address of the *SysLog* server in the *SysLog server address* field.

**Important:** This step is optional. You do not have to specify a Syslog server.

24. Select from the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Audit Logs</strong></td>
<td>Logs changes to policy administered through the Management Console.</td>
</tr>
<tr>
<td><strong>System Logs</strong></td>
<td>Logs system events.</td>
</tr>
<tr>
<td><strong>Agent Logs</strong></td>
<td>Logs events uploaded directly from the Ivanti Device and Application Control client.</td>
</tr>
</tbody>
</table>
25. Click Next.

**Step Result:** The *Ready to Install Program* page opens.

![Ready to Install Program Page](image)

26. Click Install.

A progress bar runs on the page, showing installation progress.

**Step Result:** The *Completed* page opens.

27. Click Finish.

**Result:** The Application Server files are installed and the server establishes a connection to the Ivanti Device and Application Control database.

---

**Installing the Management Console**

The Management Console is the administrative tool that used to configure and run the Ivanti Device and Application Control software.

**Prerequisites:**

Before you can successfully install the Management Console, you must:

- Verify that you satisfy the minimum hardware and software system requirements.
- Install the Application Server.

1. Log in as an administrative user to the computer where you are installing the Management Console.
2. Close all programs running on the computer.
3. From the location where you saved the Ivanti Device and Application Control application software, run the `\server\smc\Console.exe`.

**Attention:** The Management Console requires the Microsoft® Visual C++ 2017 Redistributable Package for proper operation. You may receive a message prompting you to allow setup to trigger the redistributable package installation, if Visual C++ Libraries are not already installed. After the redistributable package installs, the Management Console resumes installation as follows.

Figure 23: Microsoft Visual C++ 2017 Redistributable Package Setup

**Step Result:** The *Installation Wizard Welcome* page opens.

Figure 24: Welcome Page

4. Click **Next**.

**Step Result:** The *License Agreement* page opens.

Figure 25: License Agreement Page

5. Review the license agreement and, if you agree, select **I accept the terms in the license agreement**.
6. Click Next.

**Step Result:** The *Select Installation Folder* page opens.

![Setup Type Page](image)

7. Select the features you want to install:

**Note:** The installation features shown depend upon the application you are licensed for.

a) Select the features that you want to install.

The installation features shown depend upon the application that you are licensed for.

<table>
<thead>
<tr>
<th>Feature</th>
<th>License Type(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Management Console</td>
<td>Device Control</td>
</tr>
<tr>
<td></td>
<td>Application Control</td>
</tr>
<tr>
<td>Client Deployment Tool</td>
<td>Device Control</td>
</tr>
<tr>
<td></td>
<td>Application Control</td>
</tr>
<tr>
<td>Standard File Definitions</td>
<td>Application Control</td>
</tr>
<tr>
<td>Authorization Wizard</td>
<td>Application Control</td>
</tr>
</tbody>
</table>

b) You may choose `C:\Program Files (x86)\Ivanti\Device and Application Control` or change the destination folder.

8. Click Next.

**Step Result:** The *Ready to Install* page opens.

![Ready to Install Page](image)
9. Click **Install**.
   A progress bar runs on the page, showing installation progress.

   **Step Result:** The *Completed* page opens.

10. Click **Finish**.

   **Result:** The Management Console files are installed.

---

**After Completing This Task:**
Define Ivanti Device and Application Control administrator access as described in the [Ivanti Device Control User Guide](https://help.ivanti.com) or the [Ivanti Application Control User Guide](https://help.ivanti.com) depending upon your license type. By default, only users who are members of the *Administrators* group for the computer running the Management Console can connect to the Application Server.

---

**Installing the Client**
The Ivanti Device and Application Control client manages permissions for device access and user access to software applications for endpoint computers.

**Prerequisites:**
Before you can successfully install the Ivanti Device and Application Control client, you must:

- Verify that you satisfy the minimum hardware and software system requirements.
- Copy the `sx-public.key` file for the Ivanti Device and Application Control client to the Client folder located where you downloaded the Ivanti Device and Application Control software. The Ivanti Device and Application Control client installer detects the public key during installation and copies the key to the target directory (`%windir%\sxdata`).
- Install the Application Server.
- Install the Management Console.
- When installing Application Control, you must ensure that the **Execution blocking** default option is set to **Non-blocking mode**; otherwise the Ivanti Device and Application Control client computer will not restart after Ivanti Device and Application Control client installation because executable system files cannot run until they are centrally authorized from the Management Console.
1. Verify that the domain information in the Ivanti Device and Application Control database is synchronized as follows:

   a) From the Management Console, select **Tools > Synchronize Domain Members**.  
      **Step Result:** The *Synchronize Domain* dialog opens.

     ![Synchronize Domain Dialog](image)
     
     Figure 28: Synchronize Domain Dialog

   b) Enter the name of the domain that you want to synchronize.  
      **Note:** When you enter a computer name that is a domain controller, the domain controller is used for synchronization. This is useful when replication between domain controllers is slow.

   c) Click **OK**.

2. Log in as an administrative user to the computer where you are deploying the Ivanti Device and Application Control client.

3. Close all programs running on the computer.

4. From the location where you saved the Ivanti Device and Application Control application software, run `\client\Client.exe` file.  
   **Step Result:** The *Installation Wizard Welcome* page opens.

5. Click **Next**.  
   **Step Result:** The *License Agreement* page opens.

6. Review the license agreement, and, if you agree, select **I accept the terms in the license agreement**.
7. Click Next.

**Step Result:** The *Encrypted Communication* page opens.

![Figure 30: Encrypted Communication Page](image)

8. Select one of the following options that matches the option you selected when installing the Application Server:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Server is using unencrypted protocol</td>
<td>Communication between the Application Server and Ivanti Device and Application Control client is not using the TLS communication protocol. Communication is not encrypted but is signed using the private key.</td>
</tr>
<tr>
<td>Authentication certificate will be retrieved from a CA</td>
<td>Communication between the Application Server and Ivanti Device and Application Control client uses the TLS communication protocol. Communication is encrypted and the digital certificate is retrieved automatically during installation.</td>
</tr>
</tbody>
</table>

**Important:** Do not select Apply encryption via TLS - setup will generate a TLS certificate as it is no longer supported.

**Tip:** Ivanti recommends that you use the automatic TLS retrieval option to deploy Certificate Authority infrastructure for issuing valid digital certificates.

**Step Result:** If you opt to manually generate a certificate during setup, the *Client Authentication* dialog opens.

![Figure 31: Client Authentication Dialog](image)
9. To manually generate a certificate during setup specify the computer certificate location and parameters from the following options.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generate certificate signed by certificate located in store</td>
<td>Generates a digital certificate during installation by using a signature certificate located in the local user store.</td>
</tr>
<tr>
<td>Generate certificate signed by certificate located in file</td>
<td>Generates a digital certificate during installation by using a signature certificate located in a specified file.</td>
</tr>
<tr>
<td>Import into store</td>
<td>Imports a signature certificate into the local user store.</td>
</tr>
<tr>
<td>Certificate parameters</td>
<td>Specifies the certificate parameters for the Cryptographic service provider, Key length, Validity, and Signature.</td>
</tr>
</tbody>
</table>

10. Click Next.

Step Result: The Ivanti Device and Application Control Application Server page opens.

![Figure 32: Application Server’s Page](image)

11. Specify up to three server names using fully qualified domain names (FQDN) or IP addresses that are managed from the Management Console.

**Caution:** Do not use IP address(es) when using the TLS communication protocol for encryption. You can only use FQDNs for when using the TLS communication protocol.
12. Verify that the Ivanti Device and Application Control client connects to the Application Server by clicking **Test**.

**Caution:** You can proceed with client installation if the Application Server is unavailable, by clicking **OK** in the following dialog. The client can establish a connection with the server later, when the server is available.

![Error Dialog](image)

**Figure 33: Error Dialog**

**Step Result:** By default, Ivanti Device and Application Control connects with the first available server and retrieves default policy settings from the server.

13. If you are specifying more than one server, select or deselect the **Select a server at random to spread the load** option.

14. Click **Next**.

**Step Result:** The **Destination Folder** page opens.

![Destination Folder Page](image)

**Figure 34: Destination Folder Page**
15. You may choose an installation destination folder other than the Ivanti Device and Application Control default folder `C:\Program Files\Ivanti\Device and Application Control\`, by clicking Change.

**Step Result:** The *Change Current Destination Folder* page opens.

16. Select a folder from the **Look in:** field.

17. Click **OK**.

**Step Result:** The *Change Current Destination Folder* closes, and the *Destination Folder* page changes to reflect the new location.

18. Click **Next**.

**Step Result:** The *“Add or Remove Programs” list* page opens.

19. You may select one of the following options, which are not required to proceed with installation:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don’t display this product</td>
<td>Does not display the Ivanti Device and Application Control component names in the <em>Add or Remove Programs</em> list in the Windows <em>Control Panel</em>.</td>
</tr>
<tr>
<td>Don’t display the Remove button for this product</td>
<td>Displays the Ivanti Device and Application Control component names in the <em>Add or Remove Programs</em> list in the Windows <em>Control Panel</em> without the <em>Remove</em> option.</td>
</tr>
</tbody>
</table>
20. Click Next.

**Step Result:** The *NDIS Device Control* page opens.

**Note:** NDIS enables Device Control to control 802.1x wireless adapters. If you do not need this protection, you may disable it here.

![NDIS Device Control Page](image)

21. Select the **disable protection for NDIS devices** check box to allow the use of wireless devices.

22. Click Next.

**Step Result:** The *Ready to Install the Program* page opens.

23. Click Install.

**Step Result:** A progress bar runs on the page, showing installation progress.

**Attention:** The *Setup* dialog warning opens when there is an invalid, non-reachable server address and no policy file exists.

24. Select one of the following options.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abort</td>
<td>Does not retrieve the policy file and cancels the installation process.</td>
</tr>
<tr>
<td>Retry</td>
<td>Attempts to retrieve the policy file and continue setup.</td>
</tr>
<tr>
<td>Ignore</td>
<td>Skips policy file retrieval and continues setup, creating the risk of blocking the computer from all device and executable file access.</td>
</tr>
</tbody>
</table>

**Danger:** If you select **Ignore**, the Ivanti Device and Application Control suite installs with the most restrictive default file execution policy that denies use of all devices and/or executable files. This type of installation will deny you access to devices and software that you use on your computer, which can make the computer inaccessible. When you install a client offline for use with Application Control you must provide a policy settings file. Refer the [Ivanti Application Control User Guide](https://help.ivanti.com) for more information about creating and exporting policy settings files.

**Step Result:** The *Completed* page opens.
25. Click Finish.

**Result:** The Ivanti Device and Application Control client is installed and connects to the Application Server.

**After Completing This Task:**
You must restart your computer system for the Ivanti Device and Application Control client configuration changes to become effective and enable the use of the Ivanti Device and Application Control client.
You can use the installation software to upgrade previous versions Application Control and Device Control.

With Ivanti Device and Application Control, you can upgrade your Ivanti Device and Application Control product solution components that are versions 5.0 and higher.
Upgrade Overview

The Ivanti Device and Application Control upgrade process requires that you upgrade the primary software components, including the database, Application Server, Management Console, and client(s).

The following diagram illustrates the Ivanti Device and Application Control upgrade process.

**Danger:** Do not change the key pair during an upgrade process when the Client Hardening mode is enabled, or the upgrade will fail.
Upgrading the Database

Using the Ivanti Device and Application Control installation software, the Installation Wizard upgrades the Ivanti Device and Application Control database, the first Ivanti Device and Application Control component that you upgrade.

**Prerequisites:**

**Important:** For installation or upgrade to Ivanti Device and Application Control version 5.2:

- You must have a valid license file that is issued specifically for version 4.5 or later. Confirm that you have the required license file available before you begin installation.
- License files issued before Ivanti Device and Application Control version 4.5 will not work with the Application Server and may cause your Application Servers to stop working.
- The Ivanti Device and Application Control 4.5 license must be installed before you install or upgrade the Ivanti Device and Application Control database, and then the Application Server.
- Request a new license file using the Downloads tab on the Self-Service Portal.

**Note:** Upgrade of the Ivanti Device and Application Control database does not require OLE automation or CLR to be enabled.

- Back-up your database before performing any upgrade.  
  Please refer to the following for more information about database back-up and restore procedures for Microsoft SQL Server 2008:
  - See Backup Overview (http://msdn.microsoft.com/en-us/library/ms175477.aspx) for more information about backing up the database.
  - See Backing Up and Restoring How-to Topics (SQL Server Management Studio) (http://msdn.microsoft.com/en-us/library/ms189621.aspx) for more information about backing up and restoring the database.
  - See Backing Up and Restoring How-to Topics (Transact-SQL) (http://msdn.microsoft.com/en-us/library/aa337534.aspx) for more information about backing up and restoring the database.

1. Log in to the computer running the SQL server.

   **Tip:** If you are upgrading a database that was not installed on a SQL Server with the Ivanti Device and Application Control installation executable file, for example the database was moved to another server after initial installation or the database was installed using SQL script files, you must manually upgrade the Ivanti Device and Application Control database.

2. Close all programs running on the computer.
3. Open SQL Server Management Studio. During database migration, the size of the database may double. You must ensure enough disk space is available.

**Caution:** If a database size cap is set in SQL, database migration may fail.

a) Expand the **Databases** directory in the **Object Explorer** panel and right-click the target database.

**Step Result:** A right-mouse menu opens.

![Right-Mouse Menu](image)

Figure 39: Right-Mouse Menu

b) Select **Properties** from the right-mouse menu.

**Step Result:** The **Database Properties** window opens.

![Database Properties Window](image)

Figure 40: Database Properties Window

c) Select **Files**.
d) Click the ellipses [...] in Autogrowth column.

**Step Result:** The Change Autogrowth dialog opens.

![Change Autogrowth Dialog](image)

**Figure 41: Change Autogrowth Dialog**

e) Select **Enable Autogrowth**.
f) Select **Unrestricted File Growth**.

**Important:** You must maintain these settings until the database migration is finished. Database migration begins the first time the Ivanti Device and Application Control starts after upgrading the application. Database migration can take several hours or days, depending on the size of the database.

g) Click **OK**.

**Step Result:** The Change Autogrowth dialog closes.

h) Click **OK**.

4. From the location where you saved the Ivanti Device and Application Control application software, run `\server\db\Db.exe`.

**Step Result:** The Installation Wizard Welcome page opens.

![Welcome Page](image)

**Figure 42: Welcome Page**

5. Click **OK**.

6. Click **Upgrade**.

**Step Result:** The Ivanti Device and Application Control Database page opens showing a progress bar that indicates the installation status.
7. Click **Next**.
   
   **Step Result:** The *Completed* page opens.

8. Click **Finish**.

**Result:** Ivanti Device and Application Control setup upgrades the existing Ivanti Device and Application Control database.

### Upgrading the Application Server

Using the Ivanti Device and Application Control installation software, the **Installation Wizard** upgrades the Application Server, the second Ivanti Device and Application Control component that you upgrade.

**Prerequisites:**

- **Important:** For installation or upgrade to Ivanti Device and Application Control version 5.2:
  - You must have a valid license file that is issued specifically for version 4.5 or later. Confirm that you have the required license file available before you begin installation.
  - License files issued before Ivanti Device and Application Control version 4.5 will not work with the Application Server and may cause your Application Servers to stop working.
  - The Ivanti Device and Application Control 4.5 license must be installed before you install or upgrade the Ivanti Device and Application Control database, and then the Application Server.
  - Request a new license file using the **Downloads** tab on the Self-Service Portal.

1. Log in to the computer that runs the Application Server.
2. Close all programs running on the computer.
3. Enter `net stop sxs` in a CMD prompt to stop the Application Server service.
   
   **Note:** If you are using several Application Servers, please stop their respective services manually before proceeding.

4. From the location where you saved the Ivanti Device and Application Control application software, run the `\server\sxs\Server.exe` file.
5. Click **OK**.

   **Step Result:** The **Installation Wizard Welcome** page opens.
6. Click Next.

**Step Result:** The *Upgrade default Log Explorer templates* page opens.

![Upgrade Default Log Explorer Templates Page](image)

7. Select a *Log Explorer* template upgrade option.

8. Click Next.

**Step Result:** The *Server communication protocol* page opens.

![Server Communication Protocol Page](image)

9. Select an encryption option.

**Restriction:** The server communication protocol options shown depend upon the client version supported and whether a certification authority digital certificate is installed.
10. Click **Next**.

    **Step Result:** The *Server communication protocol* page opens.

![Figure 45: Server Communication Protocol Ports Page](image)

11. Specify the communication port(s).

    **Restriction:** The port field(s) shown depend upon the encryption communication protocol that you selected previously.

12. Click **Next**.

    **Step Result:** The *Syslog Server* page opens.

![Figure 46: Syslog Server Page](image)

13. Type the name or the IP address of the *SysLog* server in the *SysLog server address* field.

    **Important:** This step is optional. You do not have to specify a *Syslog* server.

14. Select from the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Audit Logs</strong></td>
<td>Logs changes to policy administered through the Management Console.</td>
</tr>
<tr>
<td><strong>System Logs</strong></td>
<td>Logs system events.</td>
</tr>
</tbody>
</table>
### Option Description

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent Logs</td>
<td>Logs events upload directly from the Ivanti Device and Application Control client.</td>
</tr>
</tbody>
</table>

15. **Click Next.**

**Step Result:** The *Ready to Upgrade the Program* page opens.

![Ready to Upgrade Program Page](image)

16. **Click Upgrade.**

A progress bar runs on the page, showing installation progress.

**Step Result:** The *Completed* page opens.

17. **Click Finish.**

**Result:** Ivanti Device and Application Control setup upgrades and restarts the existing Application Server service.

### Upgrading the Management Console

Using the Ivanti Device and Application Control installation software, the *Installation Wizard* upgrades the Management Console, the third Ivanti Device and Application Control component that you upgrade.

1. Log in to the computer where you are installing the Management Console.
2. Close all programs running on the computer.
3. From the location where you saved the Ivanti Device and Application Control application software, run the \server\smc\Console.exe file.
4. Click **OK**.

   **Step Result:** The *Installation Wizard Welcome* page opens.

   ![Welcome Page](image.png)

   Figure 48: Welcome Page

5. Click **Upgrade**.

   **Step Result:** The *Ivanti Device and Application Control Management Console* page opens showing a progress bar that indicates the installation status.

   ![Installing Management Console Dialog](image.png)

   Figure 49: Installing Management Console Dialog

6. Click **Next**.

   **Step Result:** The *Completed* page opens.

7. Click **Finish**.

   **Result:** Ivanti Device and Application Control setup upgrades the existing Management Console.
Upgrading the Client

Using the Ivanti Device and Application Control installation software, the *Installation Wizard* upgrades the Ivanti Device and Application Control client, the fourth Ivanti Device and Application Control component that you upgrade.

**Caution:** When installing the client for Application Control, you may need to set the *Execution blocking* default option to **Non-blocking mode**. This is only necessary if the new client .exe and .msi files were not previously added to the central file authorization list and assigned to the corresponding file group. Otherwise, the Ivanti Device and Application Control client computer may not restart after Ivanti Device and Application Control client installation because executable system files cannot run until they are centrally authorized from the Management Console.

1. Log in to the computer that will run the Ivanti Device and Application Control client.
2. Close all programs running on the computer.
3. From the location where you saved the Ivanti Device and Application Control application software, run the \client\Client.exe file.
   - **Step Result:** The *Installation Wizard Welcome* page opens.
4. Click Next.
   - **Step Result:** The *Encrypted communication* page opens.

![Figure 50: Encrypted Communication Page](image)

5. Select one of the following options that matches the options you selected when you upgraded the Application Server.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Server is using unencrypted protocol</strong></td>
<td>Communication between the Application Server and Ivanti Device and Application Control client is not using the TLS communication protocol. Communication is not encrypted but is signed using the private key.</td>
</tr>
</tbody>
</table>
Ivanti Device and Application Control

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authentication certificate will be retrieved from a CA</td>
<td>Communication between the Application Server and Ivanti Device and Application Control client uses the TLS communication protocol. Communication is encrypted and the digital certificate is retrieved automatically during installation.</td>
</tr>
</tbody>
</table>

**Tip:** Ivanti recommends that you use the automatic TLS retrieval option to deploy Certificate Authority infrastructure for issuing valid digital certificates.

**Step Result:** If you opt to manually generate a certificate during setup, the **Client Authentication** dialog opens.

![Client Authentication Dialog](image)

Figure 51: Client Authentication Dialog

6. To manually generate a certificate during setup specify the computer certificate location and parameters from the following options.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Generate certificate signed by certificate located in store</td>
<td>Generates a digital certificate during installation by using a signature certificate located in the local user store.</td>
</tr>
<tr>
<td>Generate certificate signed by certificate located in file</td>
<td>Generates a digital certificate during installation by using a signature certificate located in a specified file.</td>
</tr>
<tr>
<td>Import into store</td>
<td>Imports a signature certificate into the local user store.</td>
</tr>
<tr>
<td>Certificate parameters</td>
<td>Specifies the certificate parameters for the <strong>Cryptographic service provider</strong>, <strong>Key length</strong>, <strong>Validity</strong>, and <strong>Signature</strong>.</td>
</tr>
</tbody>
</table>
7. Click **Next**.

   **Step Result:** The *Application Servers* page opens.

   ![Application Servers Page]

   Figure 52: Application Servers Page

8. Specify up to three server names using fully qualified domain names (FQDN) or IP addresses that are managed from the Management Console.

   **Caution:** Do not use IP address(es) when using the TLS communication protocol for encryption. You can only use FQDNs for when using the TLS communication protocol.

9. Verify that the Ivanti Device and Application Control client connects to the Application Server by clicking **Test**.

   **Step Result:** If the server name is correctly specified, the Application Server connects successfully with the client.

10. Click **Next**.

    **Step Result:** The “Add or Remove Programs” list page opens.

    ![Add or Remove Programs List Page]

    Figure 53: Add or Remove Programs List Page
11. You may select one of the following options, which are not required to proceed with the upgrade:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don’t display this product</td>
<td>Displays the Ivanti Device and Application Control product name in the Add or Removes Programs list in the Windows Control Panel with the Remove option.</td>
</tr>
<tr>
<td>Don’t display the Remove button for this product</td>
<td>Displays the Ivanti Device and Application Control product name in the Add or Removes Programs list in the Windows Control Panel without the Remove option.</td>
</tr>
</tbody>
</table>

12. Click Next.

**Attention:** If NDIS was configured for the previously installed client version, the upgrade process may skip this step and proceed directly to the following step.

**Step Result:** The NDIS Device Control page opens.

**Note:** NDIS enables Device Control to control 802.1x wireless adapters. If you do not need this protection, you may disable it here.

![Figure 54: NDIS Device Control Page](image)

13. Select the **disable protection for NDIS devices** check box to allow the use of wireless devices.
14. Click Next.

**Step Result:** The *Ready to Upgrade the Program* page opens.

![Ready to Upgrade the Program Page](image)

Figure 55: Ready to Upgrade the Program Page

15. Click Upgrade.

A progress bar runs on the page, showing installation progress.

**Step Result:** The *Completed* page opens.

16. Click Finish.

**Result:** Ivanti Device and Application Control setup upgrades the existing Ivanti Device and Application Control client.

**After Completing This Task:**
You must restart your computer system as soon as possible, to prevent any existing file authorizations or device permission from becoming unstable and for the Ivanti Device and Application Control client configuration changes to become effective.
Chapter 4

Installation Checklist

To assist in gathering the information required for a smooth installation, Ivanti recommends that you use the following installation checklist. The installation checklist identifies tasks necessary for installing the Ivanti Device and Application Control product solution.

**Installation Checklist**

The installation checklist outlines the detailed tasks that you must perform when installing the Ivanti Device and Application Control solutions. This checklist guides you through the installation process.

**Important:** For installation or upgrade to Ivanti Device and Application Control version 5.2:

- You must have a valid license file that is issued specifically for version 4.5 or later. Confirm that you have the required license file available before you begin installation.
- License files issued before Ivanti Device and Application Control version 4.5 will not work with the Application Server and may cause your Application Servers to stop working.
- The Ivanti Device and Application Control 4.5 license must be installed before you install or upgrade the Ivanti Device and Application Control database, and then the Application Server.
- Request a new license file using the **Downloads** tab on the Self-Service Portal.

To begin your installation:

1. Copy the Ivanti Device and Application Control license file to the `\Windows\System32` or `\Windows\SysWOW64` folder, and rename the file to `endpoint.lic`. The license file may be installed after installing the database, however, the license file must installed before installing the Application Server.
2. Download the Ivanti Device and Application Control application software from the Self-Service Portal.
3. Create a device, media, or software application inventory which lists the items that you want Ivanti Device and Application Control to control.
4. Document company policy that defines:
   - Device permissions.
• Shadowing requirements.
• Device encryption requirements.
• Ivanti Device and Application Control administrators and their roles.
• Global domain groups for Ivanti Device and Application Control administrators.

5. Plan your Ivanti Device and Application Control network architecture, based on capacity requirements, that list the Application Server host names and IP addresses.

6. Create a dedicated Application Server domain user rights service account and set the following:

   • **User cannot change password.**
   • **Password never expires.**

   The domain account must have local administration rights when you plan to use the TLS communication protocol for client-Application Server and inter-Application Server data transfers.

7. Create **Impersonate a client after authentication** user rights for the Application Server. See Impersonate a Client After Authentication (http://support.microsoft.com/kb/821546) for additional information about impersonating a client after authentication user rights.

8. Verify that the Application Server domain account has **Log on as a service** user rights. See Add the Log on as a service right to an account (http://technet.microsoft.com/en-us/library/cc739424(WS.10).aspx) for additional information about logging on as a service user rights.

9. Install Microsoft® Internet Information Services on the same computer as the certification authority, otherwise the enterprise root certificate cannot be generated. See Internet Information Services (IIS) (http://www.iis.net) for additional information about installing Internet Information Services.


13. To install multiple Application Servers, create a shared file directory on a file server to share the Datafile directory component. This action is only required if you will be using more than one Application Server.

14. Complete Generating a Key Pair on page 23. This action is recommended, but not required.

15. Complete Installing the Application Server on page 25.

---

**Important:** The Application Server service account must have database owner (DBO) rights to the Ivanti Device and Application Control database.


17. Complete Installing the Client on page 35.

18. Test your Ivanti Device and Application Control product solution installation for functionality.
Using Client Deployment

Ivanti Device and Application Control provides the Client Deployment tool that performs silent, unattended installation of the client to computers distributed throughout your network. Client deployment employs the Microsoft Installer (MSI) service that distributes installation packages that you create. After deployment is complete, you can monitor the computers and status of the client deployment packages throughout your network.

Client Deployment Window

The *Ivanti Device and Application Control Client Deployment* dialog is the primary administrative interface used for creating and deploying client installation packages.

The *Ivanti Device and Application Control Client Deployment* dialog consists of two panels:

- **Packages**
- **Computers**

![Client Deployment Dialog]

Figure 56: Client Deployment Dialog
**Packages Panel**

The following table describes the columns in the *Packages* panel.

Table 8: Packages Panel Column Descriptions

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Shows the name of the deployment package.</td>
</tr>
<tr>
<td>Key</td>
<td>Indicates whether the public key is included in the deployment package.</td>
</tr>
<tr>
<td>Progress</td>
<td>Shows the installation progress of the deployment package for a computer.</td>
</tr>
<tr>
<td>Product</td>
<td>Shows the name of the Ivanti Device and Application Control product included in the deployment package.</td>
</tr>
<tr>
<td>Version</td>
<td>Shows the version of the Ivanti Device and Application Control product included in the deployment package.</td>
</tr>
<tr>
<td>Servers(s)</td>
<td>Shows the name of the server(s) that connect to the selected client computer.</td>
</tr>
<tr>
<td>Last deployment</td>
<td>Shows the date and time of the last client package deployment.</td>
</tr>
<tr>
<td>License</td>
<td>Shows the type of product licensed.</td>
</tr>
<tr>
<td>Policies</td>
<td>Shows whether permission policies are imported.</td>
</tr>
<tr>
<td>TLS</td>
<td>Shows whether the TLS communication protocol is in use.</td>
</tr>
</tbody>
</table>

**Packages Menu**

You can administer deployment packages from the *Packages* menu.

The following table describes the *Packages* menu.

Table 9: Packages Menu Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>Creates new deployment packages.</td>
</tr>
<tr>
<td>Delete</td>
<td>Deletes a selected deployment package.</td>
</tr>
<tr>
<td>Rename</td>
<td>Renames a selected deployment package.</td>
</tr>
<tr>
<td>Import public key</td>
<td>Copies the sx-public.key in to the deployment package directory folder.</td>
</tr>
<tr>
<td>Set Licenses</td>
<td>Adds a license to deployment package installed in the serverless mode.</td>
</tr>
<tr>
<td>Set Policies</td>
<td>Allows addition of an Application Server to retrieve the policy file (*.dat) for a specific deployment package.</td>
</tr>
<tr>
<td>Test Connection</td>
<td>Allows verification of connection with the Application Server for the specific deployment package, before deploying the package.</td>
</tr>
</tbody>
</table>
### Using Client Deployment

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install</td>
<td>Installs the selected deployment package.</td>
</tr>
<tr>
<td>Uninstall</td>
<td>Uninstalls the selected deployment package for the computers listed in the Computers panel.</td>
</tr>
<tr>
<td>Open last report</td>
<td>Displays a report describing the last install or uninstall, indicating the status of the install or uninstall activity.</td>
</tr>
<tr>
<td>Options</td>
<td>Allows modification of the directory where deployment packages are stored.</td>
</tr>
</tbody>
</table>

### Computers Panel

The following table describes the columns in the **Computers** panel.

**Table 10: Computers Panel Column Descriptions**

<table>
<thead>
<tr>
<th>Column</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Shows the name of the computer associated with a deployment package.</td>
</tr>
<tr>
<td>Domain/Workgroup</td>
<td>Shows the domain or workgroup that a computer belongs to.</td>
</tr>
<tr>
<td>Progress</td>
<td>Shows the installation progress of the deployment package for a computer.</td>
</tr>
<tr>
<td>Status</td>
<td>Describes the attributes associated with the deployment package for a computer, including the:</td>
</tr>
<tr>
<td></td>
<td>• Client operating system and version</td>
</tr>
<tr>
<td></td>
<td>• TLS communication protocol used</td>
</tr>
<tr>
<td></td>
<td>• Client hardening status</td>
</tr>
</tbody>
</table>

### Computers Menu

You can administer deployment packages by computer from the **Computers** menu.

The following table describes **Computers** the **Computers** menu.

**Table 11: Computers Menu Options**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add</td>
<td>Adds one or more computers to the list of computers for the specific deployment package.</td>
</tr>
<tr>
<td>Remove</td>
<td>Removes one or more computers from the list of computers for the specific deployment package.</td>
</tr>
<tr>
<td>Import</td>
<td>Imports a list of computers from an external ASCII or Unicode text file.</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Export</td>
<td>Exports a list of computers to an external ASCII or Unicode text file.</td>
</tr>
<tr>
<td>Change TLS mode</td>
<td>Allow changes to the TLS communication protocol used for specific computers.</td>
</tr>
<tr>
<td>Reboot</td>
<td>Forces specific computers to restart.</td>
</tr>
<tr>
<td>Query</td>
<td>Queries the client version and driver status for every computer listed.</td>
</tr>
<tr>
<td>Progress details</td>
<td>Displays the results of the install, uninstall, or query operation for specific computers.</td>
</tr>
<tr>
<td>Open last log</td>
<td>Opens the last installation log for specific computers.</td>
</tr>
</tbody>
</table>

**Creating Deployment Packages**

When you create an Ivanti Device and Application Control client deployment package, the Client Deployment tool copies the local client setup .MSI file and creates an .MST transform file that is linked to the .MSI file.

**Prerequisites:**

Before you can successfully create an Ivanti Device and Application Control client deployment package, you must:

- Have access to the LESClient.msi or LESClient64.msi file on the computer where you will deploy the client packages.
- If there is a firewall between the Client Deployment tool installed on the client computer and the targeted computer(s), you must verify that firewall ports are open.
- Synchronize the Application Server’s system clock with the Ivanti Device and Application Control database server’s system clock using the Microsoft Windows time service. See Time Service (http://support.microsoft.com/kb/816042) for details about using the Microsoft Windows time service.
- Start the Windows Remote Registry service on the remote client computer.
- Have a valid digital certificate on the client computer that deploys the client and test the TLS connection between the Application Server.

**Important:** In Windows Server 2008 operating systems there is a security setting which blocks access to the admin$ share required for Client Deployment. When the following error message is received failed to start the remote registry service. Access is denied you must confirm the correct registry keys. Check the following registry keys:

- HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\system \LocalAccountTokenFilterPolicy? and change the DWORD entry to 1 to resolve the access to admin$ share problem.
- If the LocalAccountTokenFilterPolicy registry entry does not exist then it has to be created.
The .MSI file contains the information necessary to deploy the Ivanti Device and Application Control client to targeted computers.

1. From the **Ivanti Device and Application Control Client Deployment** dialog, click **New Package**.
   **Step Result:** The **New Packages** dialog opens.

2. To select the deployment package, select the **ellipsis** from the **Source** panel.

3. In the **Package** panel, enter a name for the deployment package in the **Name** field.
4. Click OK.

**Step Result:** The *Options - Ivanti Device and Application Control Installation Transform* dialog opens.

![Options - Ivanti Device and Application Control Installation Transform Dialog](image)

**Attention:** The shaded options are only valid when are installing versions client lower than 4.3. These options are:

- **Do not validate name or IP before installing** - Provides an Application Server address or name that is not currently available but is accessible after deployment.
- **Enable wireless LAN protection** - An option available in 2.8 clients lower that is now deprecated by permissions rules.

5. Click *Import public key*.


   If there is no `sx-public.key` file in your client setup folder, then the installation continues using the default public key.

**Step Result:** The Client Deployment tool copies the selected public key to the appropriated folder for client deployment.

7. In the **Name or IP** field(s), enter the fully qualified domain name(s) or IP address(es) for the Application Server (s) installed in your environment.

**Tip:** You may enter alternative port numbers, as necessary. When you do not specify fully qualified domain name(s) or IP address(es), the Ivanti Device and Application Control clients are deployed in a *serverless* mode.
8. If Ivanti Device and Application Control is set up to use more than one Application Server, you may select the **Automatic Load Balancing** check box to allow clients to contact any available Application Server.

9. To specify that the Ivanti Device and Application Control client uses the TLS communication protocol, select the **TLS** check box.

10. To disable Device Control for NDIS devices, select the **Disable NDIS protection for devices** check box.

   **Note:** NDIS enables Device Control to control 802.1x wireless adapters. If you do not need this protection, you may disable it here.

11. To validate the fully qualified domain name(s) or IP address(es) for the Application Server(s), click **Test Connection**.

   **Step Result:** You will receive a confirmation message indicating whether the server connection is successful or not. If not, you follow the error resolution directions.

12. From the **“Add or Remove Programs” list options** panel, select one of the following options:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>List the program with a “Remove button”</td>
<td>Displays the Ivanti Device and Application Control product name in the <strong>Add or Remove Program</strong> list in the Windows <strong>Control Panel</strong> with the <strong>Remove</strong> option.</td>
</tr>
<tr>
<td>List the program but suppress the “Remove button”</td>
<td>Displays the Ivanti Device and Application Control product name in the <strong>Add or Removes Program</strong> list in the Windows <strong>Control Panel</strong> without the <strong>Remove</strong> option.</td>
</tr>
<tr>
<td>Do not list the program</td>
<td>Does not display the Ivanti Device and Application Control product name in the <strong>Add or Remove Program</strong> list in the Windows <strong>Control Panel</strong>.</td>
</tr>
</tbody>
</table>

13. To suppress preventive actions associated with Application Control, select the **Suppress preventive actions related to the Application Control feature** check box.

14. In the **Specify the policy import time-out (in minutes)** field, enter a numerical value.

15. Click **OK**.

   **Result:** The client deployment package files are copied to the specified directory. The new deployment package is listed in the **Packages** panel of the **Ivanti Device and Application Control Client Deployment** dialog.

   **After Completing This Task:**

   Verify the location of the LESClient.mst file created in the deployment package folder you specified, by selecting **Packages > Options** from the **Ivanti Device and Application Control Client Deployment** dialog.
Adding Computers

You can add computers where the client is deployed with the Client Deployment.

1. Select **Start** > **Programs** > **Ivanti** > **Ivanti Device and Application Control Management Console** > **Ivanti Device and Application Control Client Deployment**.

   **Step Result:** The *Ivanti Device and Application Control Client Deployment* dialog opens.

   ![Client Deployment Dialog](image)

   Figure 59: Client Deployment Dialog

2. Click **Add Computer**.

   **Step Result:** The *Select Computers* dialog opens.

   ![Select Computers Dialog](image)

   Figure 60: Select Computers Dialog

3. In the **Enter the object names to select** field, select **ObjectName** to enter the names of the computers to add to the list.

   **Note:** ObjectName is the only format you can select to add computers.

<table>
<thead>
<tr>
<th>Object Name</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Display Name</strong></td>
<td>FirstName LastName</td>
</tr>
<tr>
<td><strong>ObjectName</strong></td>
<td>Computer1</td>
</tr>
<tr>
<td><strong>UserName</strong></td>
<td>User1</td>
</tr>
<tr>
<td><strong>ObjectName@DomainName</strong></td>
<td>User1@Domain1</td>
</tr>
</tbody>
</table>
Using Client Deployment

<table>
<thead>
<tr>
<th>Object Name</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>DomainName\ObjectName</td>
<td>Domain\User1</td>
</tr>
</tbody>
</table>

a) To verify the object name, click **Check Names**.

**Step Result:** The object name is verified and underlined when correctly entered.

4. Click **OK**.

**Result:** The computer names are listed in the **Computers** panel of the *Ivanti Device and Application Control Client Deployment* dialog.

**Deploying Packages**

The *Ivanti Device and Application Control Client Deployment* tool silently deploys Ivanti Device and Application Control client for unattended installation, using deployment installation packages.

**Prerequisites:**

Before you can successfully deploy Ivanti Device and Application Control clients, you must:

- Create deployment packages.
- Be a member of the **Local Administrators** group for all targeted computers.
- If you will be deploying clients to computers that are not connected to the Application Server, you must import the policies.dat setting file to the same directory where the deployment packages that you create are saved.

1. Select **Start > Programs > Ivanti > Ivanti Device and Application Control Management Console > Ivanti Device and Application Control Client Deployment**.

**Step Result:** The *Ivanti Device and Application Control Client Deployment* dialog opens.

![Client Deployment Dialog](image)

Figure 61: Client Deployment Dialog
2. If you are deploying the client to computers that are not connected (offline) to the Application Server, you must first export the policy file `policies.dat` to the targeted computer(s), as follows.

   a) Select **Packages > Options**.
      
      **Step Result:** The **Options** dialog opens.

      ![Options Dialog](image)

      **Figure 62: Options Dialog**

   b) To select the directory to store deployment copies, click the **ellipses**.
      
      You must specify a directory that is different than a system drive root directory or directory containing existing files. When the **Ivanti Device and Application Control Client Deployment** tool runs on different computers, you may want to specify a shared directory where all instances of the **Ivanti Device and Application Control Client Deployment** tool have access to the deployment packages.

      **Important:** Installing a client using exported policies works well when `policies.dat` is placed locally in the same directory as `setup.exe`. However if the `policies.dat` file is placed on a file share you must change the security of the share directory so that computer accounts are able to access it must have access to it through `LocalSystem`.

   c) Click **OK**.
      
      **Step Result:** The **Options** dialog closes.

3. To add computers for client deployment, select the computer name(s).

   You can select multiple computers while pressing the CTRL key.

4. Click **OK**.

5. From the **Packages** panel, select a deployment package from the list.

   a) From the **Computers** panel, you may also select a subset of targeted computers for package deployment.
6. Click Install.

**Step Result:** Because deployment requires restarting the target computer(s), the *Install/Uninstall/Reboot/Options* dialog opens.

![Install/Uninstall/Reboot/Options Dialog](image)

7. From the *When a reboot is needed at the end of a deployment* panel, select the following options, as necessary:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reboot after (x) second(s)</td>
<td>Restarts the target computer(s) after deployment, within the period that you specify.</td>
</tr>
<tr>
<td>Force reboot even if some applications are opened</td>
<td>Forces the target computer(s) to restart after deployment, regardless of open applications.</td>
</tr>
<tr>
<td>Apply to</td>
<td>Applies reboot options to <strong>All</strong> target computers or a <strong>Selection</strong> of computers, representing the subset chosen when selecting the deployment package.</td>
</tr>
<tr>
<td>Message</td>
<td>You can type a message that users receive when the target computer(s) restart.</td>
</tr>
</tbody>
</table>

8. To generate a certificate semi-automatically during setup, select the computer certificate location and parameters from the following options.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use local certificate store</td>
<td>Generates a digital certificate during installation by using a signature certificate located in the local user store.</td>
</tr>
<tr>
<td>Use memory certificate store</td>
<td>Generates a digital certificate during installation by using a signature certificate located in a specified file.</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>----------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Import</td>
<td>Imports a signature certificate into the local user store.</td>
</tr>
<tr>
<td>Select</td>
<td>Allows you to select a signature certificate located in a specified file.</td>
</tr>
<tr>
<td>Advanced</td>
<td>Specifies the certificate parameters for the Cryptographic service provider, Key length, Validity, and Signature.</td>
</tr>
</tbody>
</table>

9. Click **Next**.

10. Click **OK**.

**Step Result:** The *Ivanti Device and Application Control Client Deployment* dialog reopens showing the deployment progress for the computer(s) added to the deployment package selected.

Client Deployment

![Figure 64: Dialog - Computer Progress](image)

The **Progress** column in the **Computers** panel displays a progress bar showing the deployment status for each computer. The **Progress** column in the **Packages** panel displays a progress bar showing the overall deployment status the deployment package. The following table describes the status bar.

<table>
<thead>
<tr>
<th>Color</th>
<th>Status Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turquoise</td>
<td>Task completed successfully.</td>
</tr>
<tr>
<td>Green</td>
<td>Task in progress with no warning.</td>
</tr>
<tr>
<td>Yellow</td>
<td>Task in progress or completed with warnings.</td>
</tr>
</tbody>
</table>
Using Client Deployment

<table>
<thead>
<tr>
<th>Color</th>
<th>Status Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red</td>
<td>Task in progress or stopped with an error.</td>
</tr>
</tbody>
</table>

**Result:** The deployment package is silently deployed the designated computer(s) or computer group(s).

**After Completing This Task:**
If you chose to restart the client after deployment is complete, the *System Shutdown* dialog displays with the message created when selecting the reboot option(s), as illustrated by the following example.

![System Shutdown Dialog](image)

**Querying Client Status**
You can use the Client Deployment *Query* for target computers to determine the operating system that is running, whether a client is installed and which version, whether hardening is enabled, and whether the Ivanti Device and Application Control components are running.

1. Select **Start** > **Programs** > **Ivanti** > **Ivanti Device and Application Control** > **Ivanti Device and Application Control Management Console** > **Ivanti Device and Application Control Client Deployment**.
   
   **Step Result:** The *Ivanti Device and Application Control Client Deployment* dialog opens.

2. Click *Query*. 

---

*Figure 65: System Shutdown Dialog*
3. From the **Packages** panel, select a deployment package from the list.

**Result:** The **Computers** panel lists the computers where the deployment package(s) are installed. The **Status** column describes the client operating system and version, TLS protocol selection, and client hardening status.

![Client Deployment Dialog](image)

Figure 66: Client Deployment Dialog
Appendix A

Configuring DCOM Settings for the Application Server

The Distributed Component Object Model (DCOM) is a Microsoft® technology that supports communication among software components distributed across networked computers, such as the Ivanti Device and Application Control Application Server and Management Console.

The Log Explorer module uses the Microsoft® Distributed Component Object Model (DCOM) protocol to retrieve log entries from the Management Console that is connected to the Application Server. The other Management Console modules use Remote procedure calls (RPC) for network communication. If you intend to install the Management Console on a different computer or server than the Application Server, the network administrator must:

1. Configure the DCOM settings for the Application Server.
2. Set the security permissions for the computer-wide access control lists (ACLs) that govern access to all call, activation, or launch requests on the server, using Microsoft Group Policy to manage computer-wide DCOM access restrictions.

Note: DCOM does not work across non-trusted domains, especially when using workgroups.

Setting Up Distributed Component Object Model (DCOM)

The network administrator(s) that are responsible for using the Management Console must have the security access permissions set in Windows Component Services for DCOM properties.

1. Select Start > Run.
2. Type `dcomcnfg` in the **Open:** field.

   **Step Result:** The *Component Services* dialog opens.

   ![Component Services Dialog](image)

   **Figure 67: Component Services Dialog**

   **Attention:** The steps described in this procedure are based on using a Windows® Server 2003 SP1 operating system (OS). If you are using a different Windows OS, the steps and step results may vary.

3. Double-click *Component Services*.
4. Double-click *Computers*.

   **Step Result:** *My Computer* is listed in the right pane.

5. Right-click *My Computer*. 
6. Select **Properties**.

   **Step Result:** The *My Computer Properties* dialog opens.

   ![My Computer Properties Dialog](image)

   Figure 68: My Computer Properties Dialog

7. Select the **COM Security** tab.
8. In the **Access Permissions** panel, click **Edit Default**.
   
a) Click **No**, for any warning screens that appear.

**Step Result:** The **Access Permissions** dialog opens.

![Access Dialog](image)

Figure 69: Access Dialog

9. Verify that:
   
   • SELF (the logged in user) is listed.
   • SYSTEM is listed.
   • The **Permissions for SELF (and SYSTEM) Allow** check boxes are selected for **Local Access** and **Remote Access**.

10. To create a new profile with the necessary permissions, click **Add**.

**Step Result:** The **Select Users or Groups** dialog opens.

![Select Users or Groups](image)

Figure 70: Select Users or Groups
11. In the **Select this object type** field, verify that at least **Users** is entered. If not:

   a) Click **Object Types** and select **Users**.
   b) In the **From this location** field, verify your computer name is entered.
   c) Or, click **Locations** and select your computer name.
   d) In the **Enter objects name to select** field, type a new object.
   e) Click **OK**.
   f) In the **Access** dialog, select the new object.
   g) Select the **Allow** check box.

12. Click **OK**.

13. Click **OK**.

14. Close the **Component Services** dialog.

---

**Set Access Control List Security Permissions**

The network administrator(s) that are responsible for using the Management Console must have Access Control List (ACL) permissions configured for network Distributed Component Object Model (DCOM) security.

1. Select **Start > Run**.

2. Type `gpedit.msc` in the **Open:** field.

   **Step Result:** The **Group Policy Object Editor** dialog opens.

---

![Group Policy Object Editor Dialog](image)

Figure 71: Group Policy Object Editor Dialog

**Step Result:** The right pane refreshes, listing the **Policy** settings.

![Figure 72: Group Policy Object Editor - Security Settings](image)


5. Click **Edit Security**.

6. Add users and/or groups.

7. Select any or all of the following options for each user or group:
   - Local Access
   - Remote Access

8. Click **OK**.


10. Click **Edit Security**.

11. Add users and/or groups.

12. Select any or all of the following options for each user or group:
   - Local Launch
   - Remote Launch
   - Local Activation
   - Remote Activation

13. Click **OK**.


15. Select **Start > Run**.
16. Run `gpupdate.exe` from the command line.

**Result:** Group policy settings are refreshed with the DCOM settings that you specified.
Appendix

B

Installing the Client for Windows Embedded

Ivanti Device and Application Control provides a modular version of Application Control and Device Control for Microsoft Windows Embedded.

About Windows Embedded

Windows Embedded is an edition of Windows that contains a full feature set, but has restrictions on licensing that require the resulting device to boot directly into the original equipment manufacturer (OEM) application. When building the operating system (OS) image, the OEM chooses only necessary software components, which reduces the OS footprint. Component behavior is defined by component script and dynamic HTML.

Note: Windows Embedded is not the same as Windows CE, Windows Embedded targets a different set of devices with different functionality than Windows CE.

Windows Embedded is often used in the following devices:

- Thin Clients such as retail Point-of-Sale (POS) or Windows-based Terminals.
- Connected Clients such as Set-Top boxes, Gateways, Kiosks, ATMs, Industrial Control Systems, Office Automation, and Gaming Systems.

Refer to http://msdn.microsoft.com/embedded/ for additional information about Windows Embedded.

The Ivanti Device and Application Control Client for Windows Embedded

The Ivanti Device and Application Control Client for Windows Embedded is a modular application where the driver functionality is expressed as a set of properties, optional scripts, and resources. Components are individually selectable pieces of functionality that can be included, or excluded, from an image. A component is comprised of properties, resources, and dependency information. Individual component behavior is defined by the components script and DHTML.
The following table defines the Ivanti Device and Application Control Client functionality supported within Windows Embedded:

Table 12: Windows Embedded Supported Functionality

<table>
<thead>
<tr>
<th>Function</th>
<th>Windows Embedded Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTNotify</td>
<td></td>
</tr>
<tr>
<td>RTNotify</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Management Console Tools Menu</strong></td>
<td></td>
</tr>
<tr>
<td>Synchronize Domain</td>
<td>Yes</td>
</tr>
<tr>
<td>Send Updates to All Computers</td>
<td>Yes</td>
</tr>
<tr>
<td>Send Updates to</td>
<td>Yes</td>
</tr>
<tr>
<td>Purge Online Table</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Offline Update</strong></td>
<td></td>
</tr>
<tr>
<td>Offline Update</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Reports</strong></td>
<td></td>
</tr>
<tr>
<td>View reports</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Device Control Default Options</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Device Control</strong> Status Window</td>
<td>Yes</td>
</tr>
<tr>
<td>Shadow Files Upload Delay or Time</td>
<td>Yes</td>
</tr>
<tr>
<td>Shadow Directory</td>
<td>Yes</td>
</tr>
<tr>
<td>Application Server Address</td>
<td>Yes</td>
</tr>
<tr>
<td>Encrypted Media Key Export</td>
<td>Yes</td>
</tr>
<tr>
<td>Encrypted Media Export Password</td>
<td>Yes</td>
</tr>
<tr>
<td>Certification generation</td>
<td>Yes</td>
</tr>
<tr>
<td>Centralized Device Control Logging</td>
<td>Yes</td>
</tr>
<tr>
<td>Suppress recurring log events</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Device Explorer</strong></td>
<td></td>
</tr>
<tr>
<td>Default Settings</td>
<td>Yes</td>
</tr>
<tr>
<td>Manage Devices</td>
<td>Yes</td>
</tr>
<tr>
<td>Assigning Permissions</td>
<td>Yes</td>
</tr>
</tbody>
</table>
### Function

<table>
<thead>
<tr>
<th>Function</th>
<th>Windows Embedded Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigning Schedule Permissions</td>
<td>Yes</td>
</tr>
<tr>
<td>Assigning Temporary Permissions</td>
<td>Yes</td>
</tr>
<tr>
<td>Assigning Online and Offline Permissions</td>
<td>Yes</td>
</tr>
<tr>
<td>Shadow</td>
<td>Yes</td>
</tr>
<tr>
<td>Copy Limit</td>
<td>Yes</td>
</tr>
<tr>
<td>Computer Group</td>
<td>Yes</td>
</tr>
<tr>
<td>File Filtering</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Media Authorizer**

<table>
<thead>
<tr>
<th>Media Authorizer</th>
<th>Windows Embedded Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media Authorizer</td>
<td>Yes</td>
</tr>
</tbody>
</table>

**Shadow Files Explorer**

<table>
<thead>
<tr>
<th>Shadow Files Explorer</th>
<th>Windows Embedded Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Shadowed Files</td>
<td>Yes</td>
</tr>
<tr>
<td>Encrypted communications (TLS protocol)</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Ivanti Device and Application Control Client to **Application Server** and intra **Application Server** encrypted communications

---

The following table defines the devices supported by the Ivanti Device and Application Control Client on Windows Embedded.

**Table 13: Windows Embedded Supported Devices**

<table>
<thead>
<tr>
<th>Device Group</th>
<th>Windows Embedded Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biometric devices</td>
<td>No Drivers *</td>
</tr>
<tr>
<td>COM/Serial Ports</td>
<td>No Drivers *</td>
</tr>
<tr>
<td>CD/DVD Drives</td>
<td>Yes</td>
</tr>
<tr>
<td>Floppy Disk Drives</td>
<td>Yes</td>
</tr>
<tr>
<td>Imaging Devices</td>
<td>No Drivers *</td>
</tr>
<tr>
<td>LPT/Parallel Ports</td>
<td>No Drivers *</td>
</tr>
<tr>
<td>Modems/Secondary Network Access devices</td>
<td>No Drivers *</td>
</tr>
<tr>
<td>Palm Handheld Devices</td>
<td>No Drivers *</td>
</tr>
<tr>
<td>Printers</td>
<td>No Drivers *</td>
</tr>
</tbody>
</table>
### Device Group Support

<table>
<thead>
<tr>
<th>Device Group</th>
<th>Windows Embedded Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>PS/2 Ports</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Removable Storage Devices</td>
<td>Yes</td>
</tr>
<tr>
<td>RIM Blackberry Handhelds</td>
<td>No Drivers *</td>
</tr>
<tr>
<td>Smart Card Readers</td>
<td>No Drivers *</td>
</tr>
<tr>
<td>Tape Drives</td>
<td>No Drivers *</td>
</tr>
<tr>
<td>User Defined Devices</td>
<td>Not Applicable</td>
</tr>
<tr>
<td>Windows CE Handheld Devices</td>
<td>No Drivers *</td>
</tr>
<tr>
<td>Wireless NICs</td>
<td>No Drivers *</td>
</tr>
</tbody>
</table>

* Drivers for this device group are not automatically included in Windows Embedded. To enable support for this device group, you must manually install the necessary drivers.

### Install and Configure the Client

Using the Microsoft Target Designer, you can configure the Ivanti Device and Application Control Client for use on Windows Embedded.

**Prerequisites:**

- Verify that you satisfy the minimum hardware and software system requirements.
- Install the Application Server.
- Install the Management Console.

To install the Ivanti Device and Application Control Client, you must:

1. Create an image.
2. Install the image on the device.

This procedure will walk you through adding the Ivanti Device and Application Control Client to your image.

1. Import the Ivanti Device and Application Control Client SLD into the component database server using the **Import** functionality of the **Microsoft Component Database Manager**.
2. Launch the **Microsoft Target Designer**.
3. Add the Ivanti Device and Application Control Client SLD to your target image.
   a) Using the **Microsoft Target Designer**’s search tool, search for the Ivanti Device and Application Control Client SLD.
   b) Once found, double-click the Ivanti Device and Application Control Client SLD to add it to your project.
4. Browse to and locate the Ivanti Device and Application Control Client Settings.

5. Enter the fully qualified domain name(s) or IP address(es) for the Application Server(s) installed in your environment.
   a) Within the **SXS name (or IP Address)** field, type the Application Server's IP Address or fully qualified domain name.
   b) Within the **Port** field, type the Application Server's port (Default = 65129).

6. Select the desired **Encrypted Communication** option.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Server is using unencrypted protocol</strong></td>
<td>Communication between Application Server(s) and the Ivanti Device and Application Control Client and is not encrypted but is still signed using the private key. This is, essentially, a legacy communication protocol and not recommended for high security installations.</td>
</tr>
<tr>
<td><strong>Authentication certificate will be copied manually (The certificate will have to be placed manually on the target image)</strong></td>
<td>Manual mode using TLS communication: The administrator generates and provides the machine certificate used in all communications. All communication between Ivanti Device and Application Control Client and Application Server(s) is encrypted. This mode is used when there is no Certification Authority installed in the network or cannot be reached when doing the client installation. The machine certificate has to be created by a user (usually the administrator) who already possess a certificate good for issuance and trusted as a root or intermediate Certificate Authority by the Application Server. This authorized user has to be physically present at the machine to create this certificate.</td>
</tr>
</tbody>
</table>
Ivanti Device and Application Control

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authentication certificate will be automatically retrieved from a CA</td>
<td>Automatic mode using TLS communication: The program asks for the certificate to one of the selected Certificate Authorities. This certificate must be good for issuance and trusted as a root or intermediate Certificate Authority by the Application Server. All communication between Ivanti Device and Application Control Client and Application Server(s) is encrypted. You do not need a Certificate Authority at this point, but it will be required when first starting the client(s) since the program request a machine certificate. The user who has the rights to create machine’s certificates does not have to be physically present at the machine to do the installation if this mode is selected.</td>
</tr>
</tbody>
</table>

**Note:** You should use automatic mode when your organization has already deployed a Certificate Authority infrastructure and the Ivanti Device and Application Control servers and clients are part of it. Thus making the deployment of the Client using TLS completely transparent with no additional action required. When it is not possible to use this mode, then you should turn to the manual mode, as the semi-automatic mode is not available when installing the Client on Windows Embedded.

7. If desired, select the **Do not use NDIS Feature** option to disable NDIS support.

**Note:** NDIS enables Device Control to control 802.1x wireless adapters. If you do not need this protection, you may disable it here.

**After Completing This Task:**
- Continue using the *Microsoft Target Designer* to complete the image.
- When the image is complete, save the image and then mount the image to your target device.

**Tip:** Refer to [http://msdn.microsoft.com/embedded/](http://msdn.microsoft.com/embedded/) for additional information.

**Enhance Write Filter**

Enhance Write Filter (EWF) is used to protect disk volumes by intercepting write requests and redirecting them to an overlay volume (such as RAM or another disk).

The Ivanti Device and Application Control Client running with EWF enabled is able to pick up all permissions, including managed devices and temporary permissions, from the server after a reboot. EWF can be activated or deactivated from within the Control Panel.

Enhance Write Filter provides the following functionality:
- Write protects one or more partitions on your system.
- Enables read-only media, such as CD-ROM or flash to boot and run.
Enhance Write Filter consists of two major components:

- **EWF Overlay**: EWF protects the contents of a volume by redirecting all write operations to an alternative storage location.
- **EWF Volume**: An EWF volume is created on the media in an un-partitioned disk space. This EWF volume stores configuration information about all EWF–protected volumes on the device.

There are three different modes of EWF, depending upon the different configurations of the EWF Overlay and EWF Volume. These modes are as follows:

- **Disk on Disk**: Used to maintain the state of the system between reboots. The EWF volume is created on disk in an un-partitioned space.
- **RAM in RAM**: Utilized to discard any write information after reboot or to delay writing the overlay to the media. The EWF volume is created on disk in an un-partitioned space.
- **RAM Reg in RAM**: Similar to EWF RAM types, RAM Reg overlays stores information in RAM. However, the configuration information about EWF is not stored in a separate EWF volume, but within the registry.

### Issues to Consider

When installing the Ivanti Device and Application Control Client on Windows Embedded, the following must be considered.

- User Notifications are displayed only within the Explorer Shell.
- The RTNotify icon is only displayed in the Explorer Shell and only when the **Show Notification in Taskbar** setting is selected within the user interface.
- You cannot deploy the Ivanti Device and Application Control Client to Windows Embedded using Client Deployment tool. You must use the procedure defined within Install and Configure the Client on page 86.
- The public file key (**sx-public.key**) import must be done manually. This can be done by manually copying the file into the `%SystemRoot%\sxdata` directory of your image prior to deployment.
- In order to retrieve initial permissions, the Application Server must be running, and accessible from the client, when the client boots.