

# *Motivate Systems*<sup>®</sup>

---

## Computer Reporter Administration Guide

Version 1.0a

**IMPORTANT:**

Information in this document is subject to change without notice.

ALL SOFTWARE AND ASSOCIATED MATERIAL DISTRIBUTED BY MOTIVATE SYSTEMS IS PROVIDED "AS IS" WITH NO WARRANTY OR GAURANTEE. MOTIVATE SYSTEMS SHALL NOT BE ACCOUNTABLE FOR ANY MISINTERPETATION OR ERROR RELATED HEREIN.

Product names referenced herein may be trademarks of other companies. Motivate Systems is a registered trademark of Motivate Systems LLC.

# Table of Contents

- I. Overview**
- II. Installing the Web Viewer**
  - a. Add users to the CR\_WebViewers group
  - b. Disable IIS anonymous access
- III. Configure the Information Collector**
  - a. Entering Setup Mode
  - b. Setting Required Values
  - c. Setting Optional Values
- IV. Deployment**
- V. Troubleshooting**

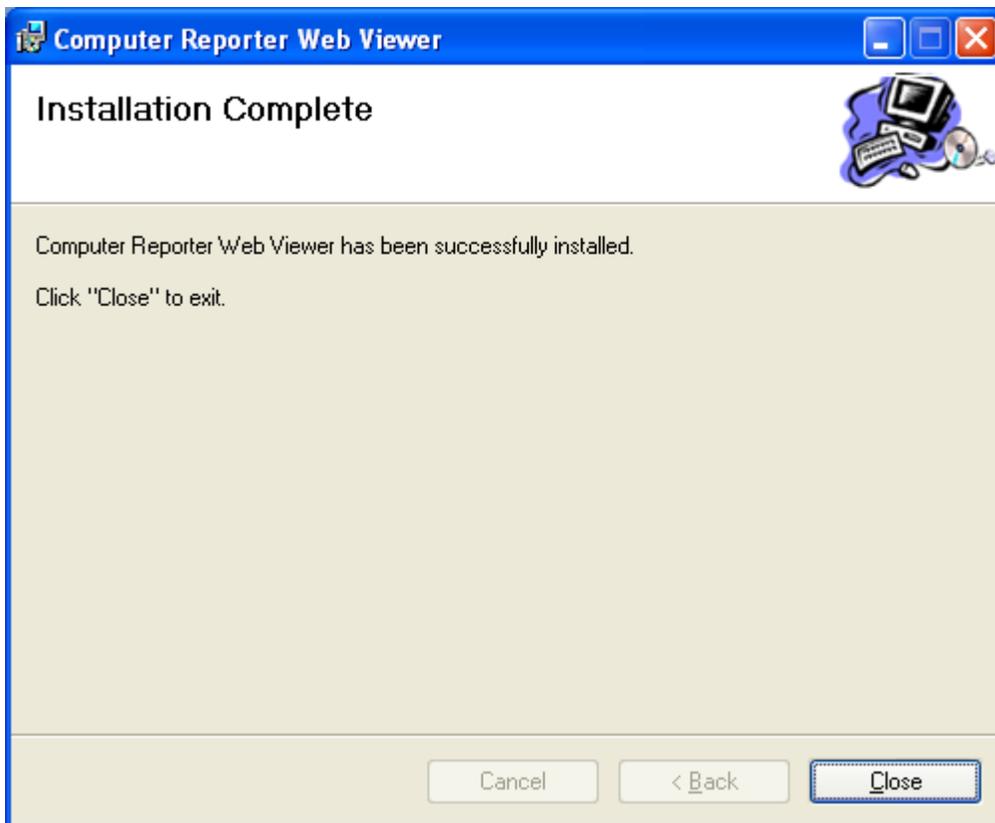
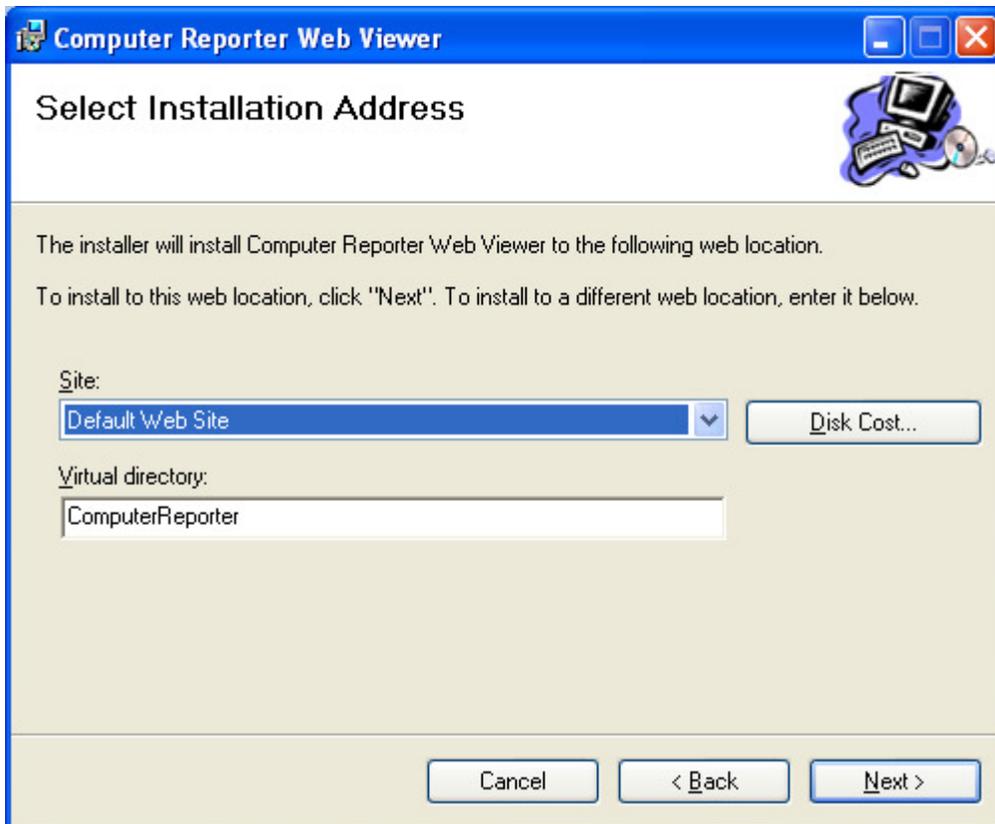
## I. Overview

Computer Reporter contains two parts; a Web Viewer and an Information Collector. The Web Viewer must be installed on a Domain Member running Internet Information Service (IIS) and the .NET Framework 2.0 version. The Information Collector is deployed to your domain computers using an Active Directory Group Policy Object.

## II. Installing the Web Viewer

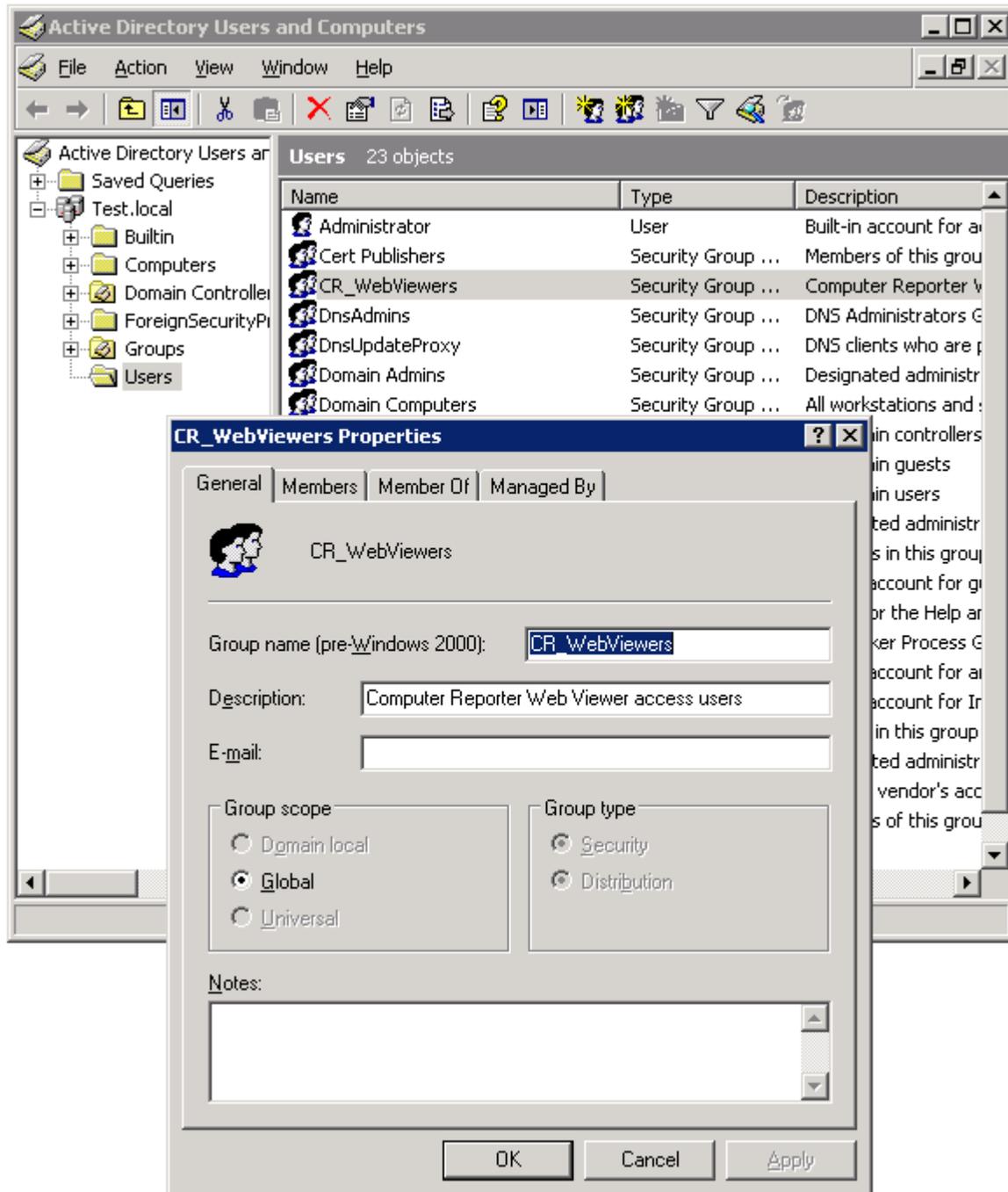
Before installing the Web Viewer, verify Internet Information Service (IIS) and .NET Framework 2.0 have been installed. Double click "Setup.msi" when logged in as a Domain Admin. Follow the setup instructions.





## Add users to CR\_WebViewers group

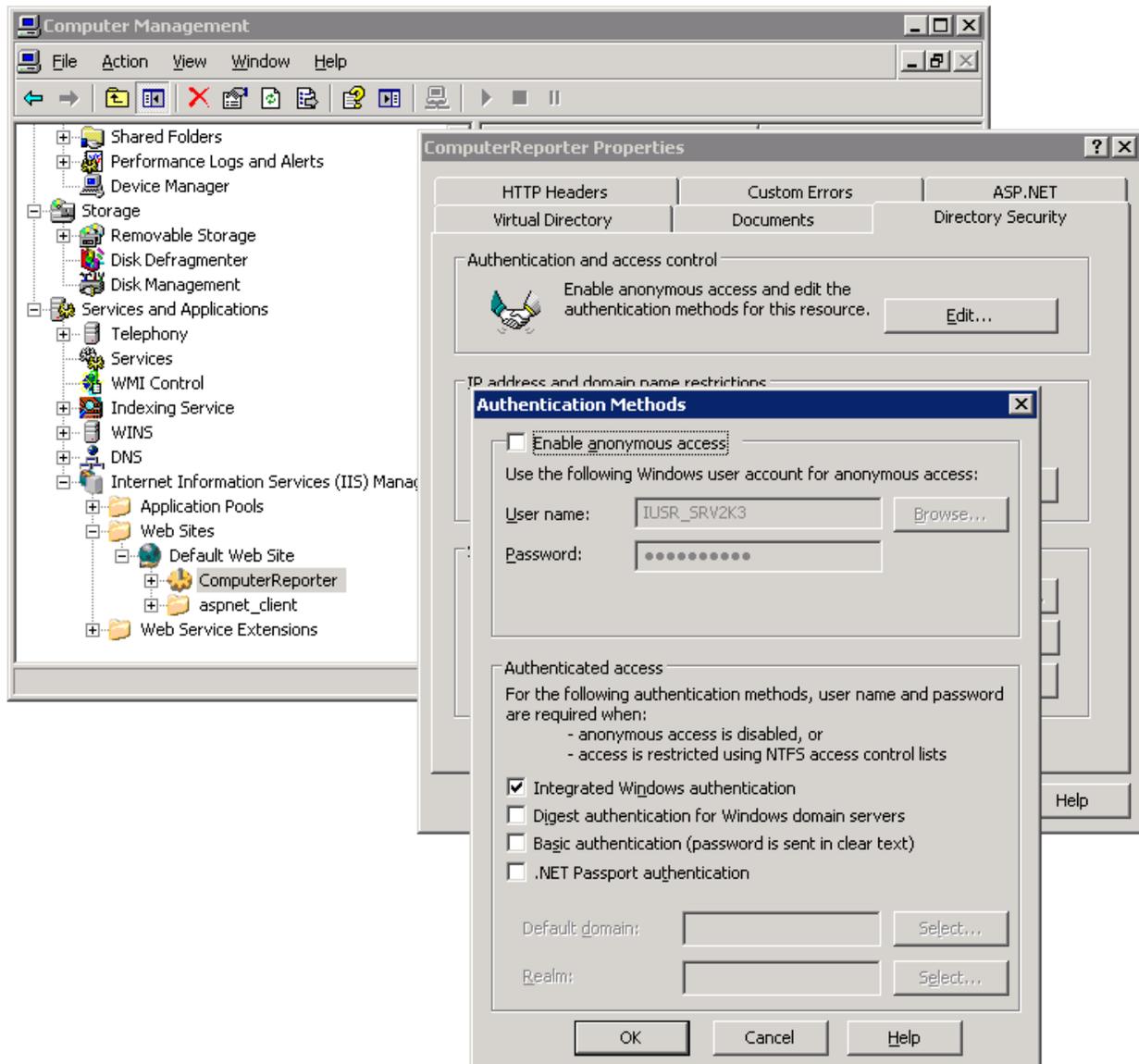
The Installer creates an Active Directory group called CR\_WebViewers. Add users to this group to give them access to the Computer Reporter Web Viewer.



## Disable IIS anonymous access

Launch the Internet Information Services (IIS) Administrative Console. Navigate to the Computer Reporter IIS Virtual Directory. Turn off Anonymous access and ensure Integrated Windows Authentication is turned on.

1. Right click My Computer -> Manage
2. Right click the Computer Reporter Virtual Directory -> Properties
3. Click the Directory Security Tab
4. Click the Edit button under Authentication and access control
5. Uncheck Enabled anonymous access
6. Check Integrated Windows Authentication

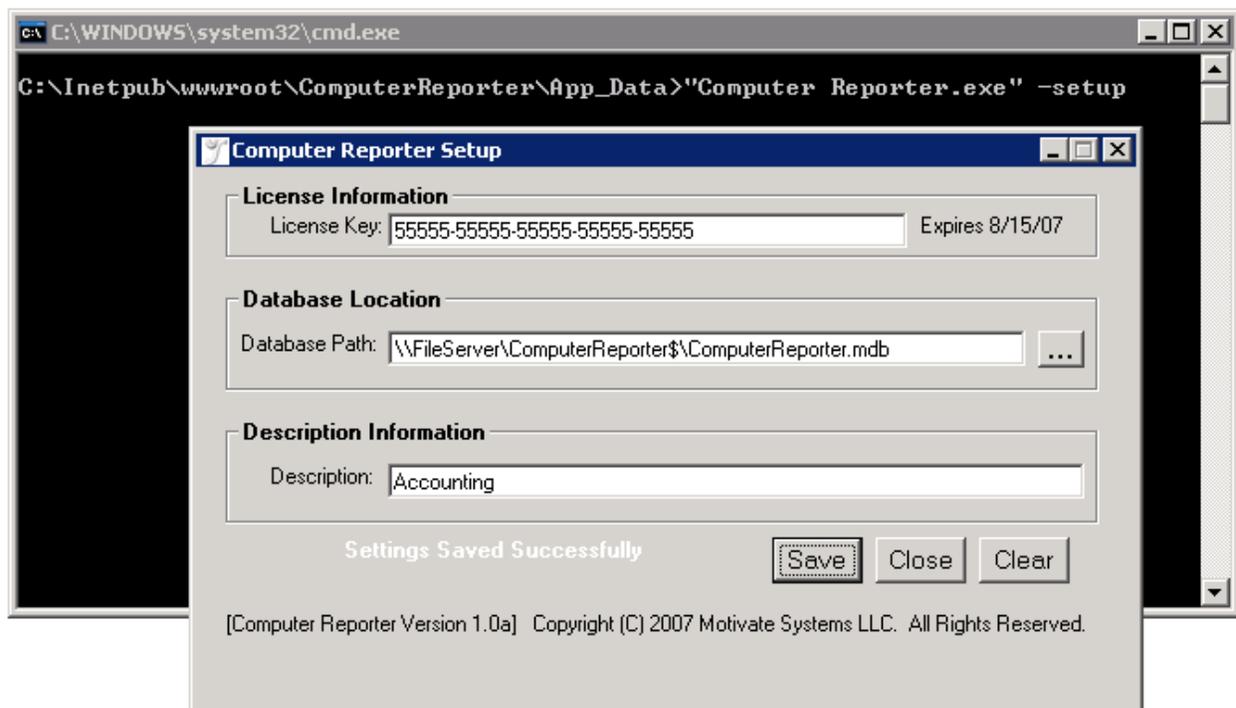


### III. Configure the Information Collector

#### Enter Setup Mode

The Information Collector is copied to the App\_Data folder during the Web Viewer installation. By default this is located at: ***c:\inetpub\wwwroot\ComputerReporter\App\_Data\***

To enter setup mode, double click the Setup.bat file or run "Computer Reporter.exe" from the command line using the -setup flag. For example:



This will launch the Graphical User Interface shown above.

## **IV. Setting Required Values**

### **License Key**

Computer Reporter is always free for up to 5 computers. For more computer please purchase a license key from [www.MotivateSystems.com](http://www.MotivateSystems.com).

### **Database Path**

During installation a shared folder is created called ComputerRepoter\$. This folder contains the database. Type the UNC path to this database:

***\\<WebViewerServerName>\ComputerReporter\$\ComputerReporter.mdb***

Substitute <WebViewerServerName> with the name of the computer in which the Web Viewer is installed.

## **V. Setting Optional Values**

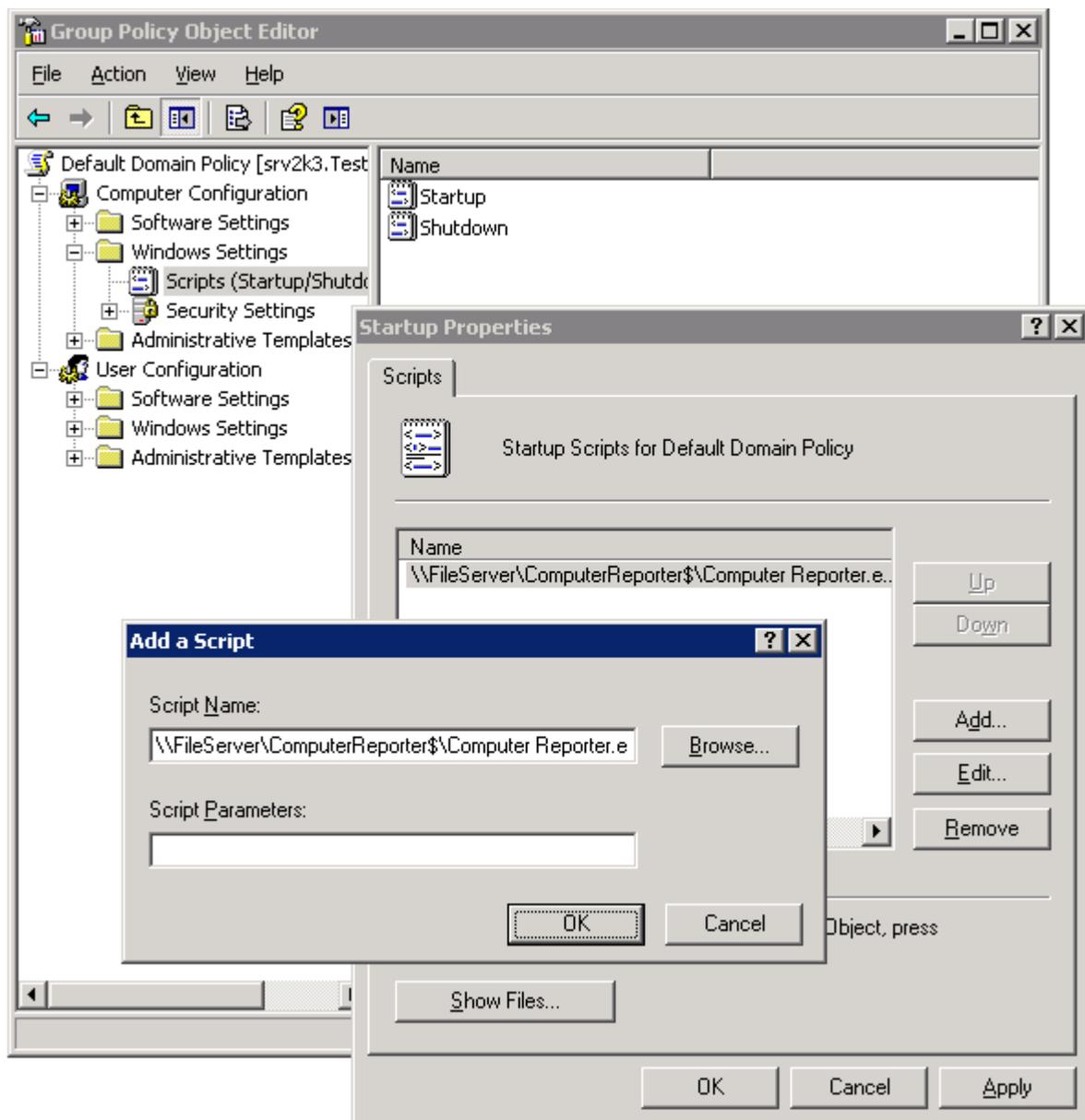
### **Description**

Computer Reporter allows you to set an optional description. This is useful when deploying Computer Reporter based on the logical structure of your environment. The value is useful when performing custom searches and reports.

## VI. Deployment

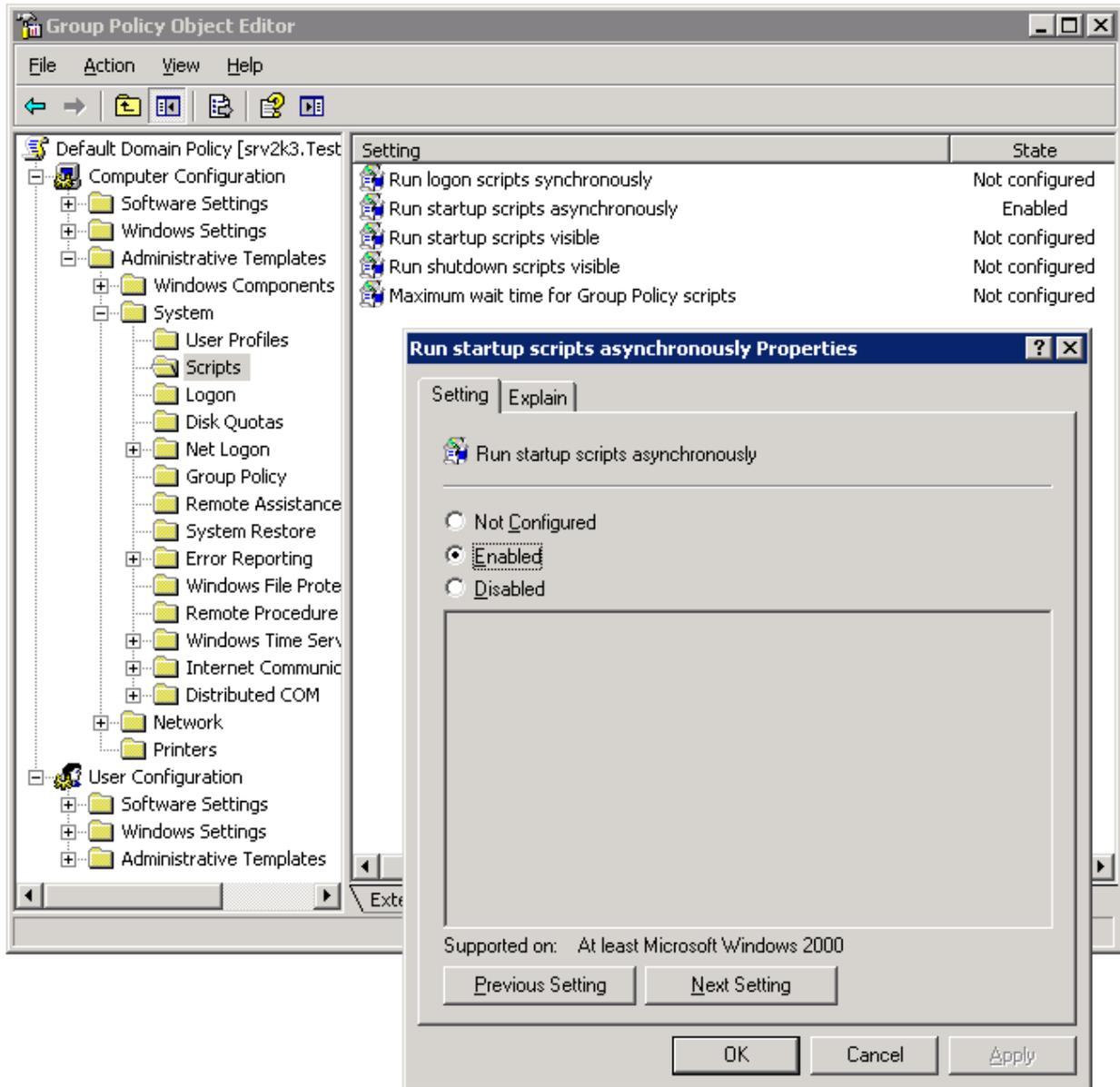
Deploy Computer Reporter by using Active Directory Group Policy. You can target a specific OU or you can apply it to the Default Domain Policy. From an administrative computer:

1. Launch the Active Directory Users and Computers console.
2. Edit the Default Domain Group Policy Object (or any other GPO).
3. Navigate to the following path:  
**Computer Configuration->Windows Settings->Scripts (Startup/Shutdown)**
4. Double click **Scripts (Startup/Shutdown)** then click the Add button.
5. Add the UNC path to "Computer Reporter.exe".



**TIP:** It is good practice to test Computer Reporter first. Deploy it to a TEST OU that contains several workstations running all of the operating systems contained in your environment. Reboot each workstation and observe successful results before applying to the rest of the company.

**TIP:** We recommend that you configure Computer Startup Scripts to run asynchronously. This will allow users to log into their workstations while Computer Reporter runs silently in the background.



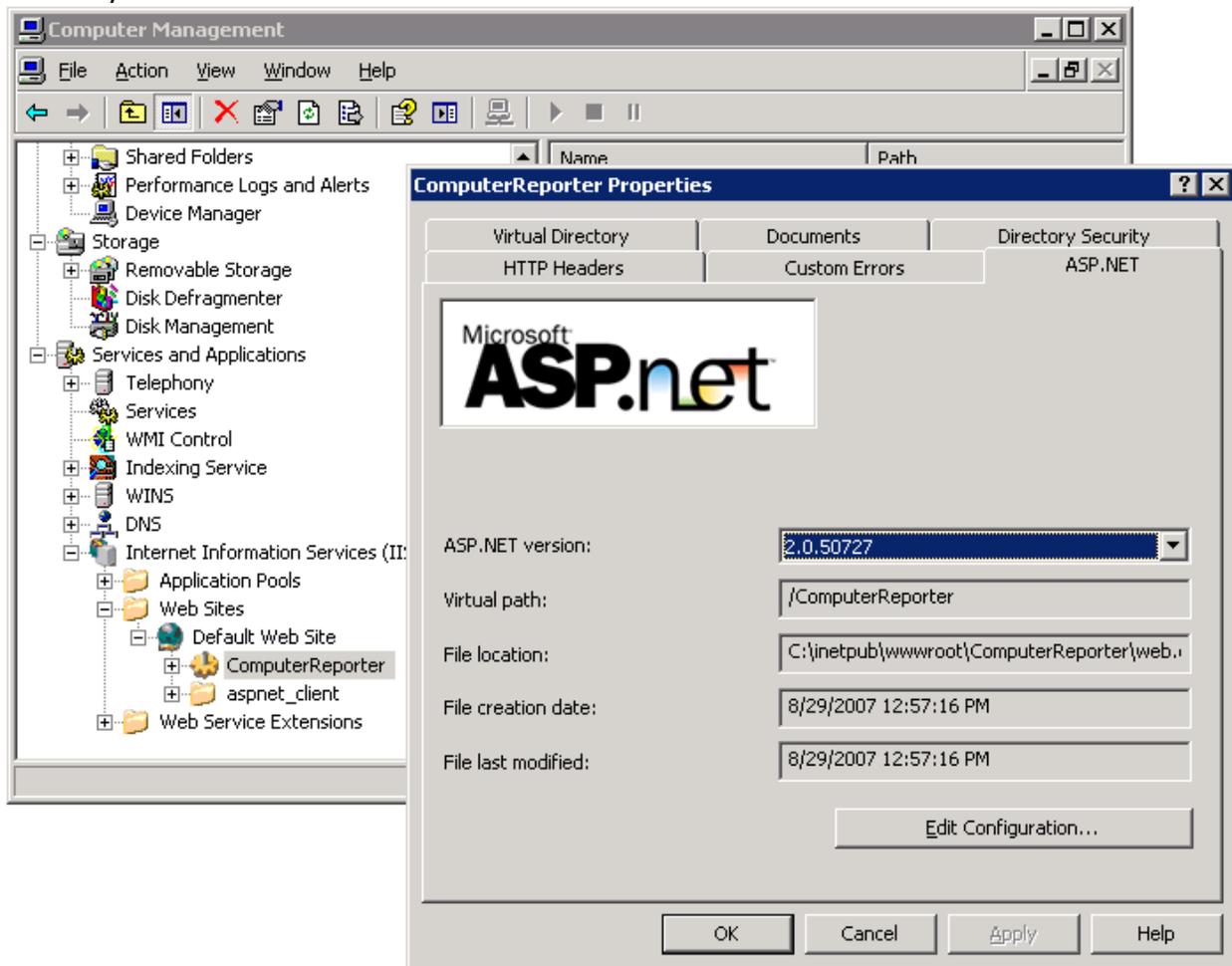
## VII. Troubleshooting

### Unable to access the Web Viewer - .NET Framework Errors

If IIS was installed after the installation of the .NET Framework 2.0, then you must repair the .NET Framework 2.0.

1. Go to Add/Remove Programs
2. Select the .NET Framework 2.0 and click Change
3. Select the Repair option
4. Reboot

Make sure the .NET Framework 2.0 version is applied to the Computer Reporter IIS Virtual Directory:



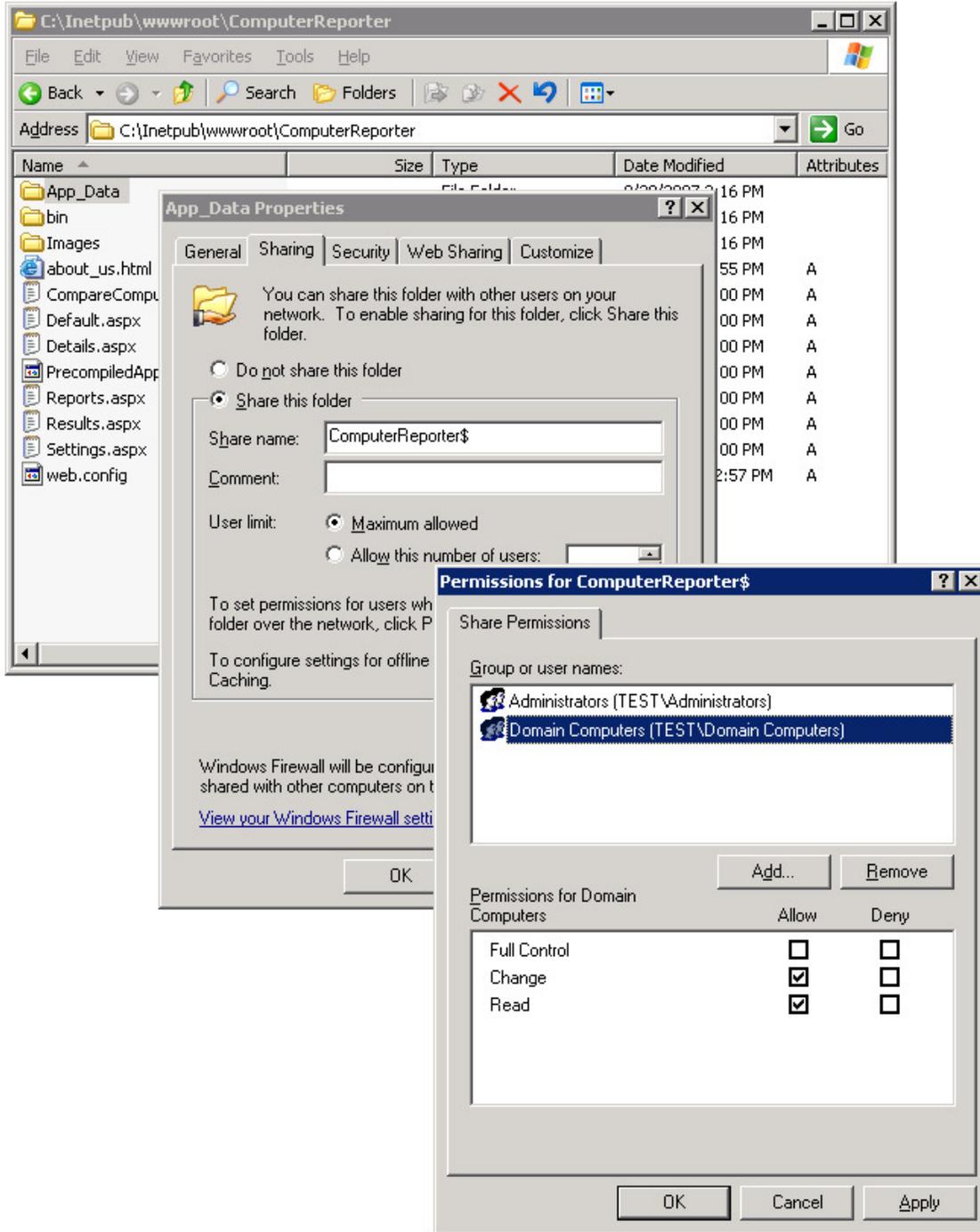
### ASPNET Service Permissions

Ensure the ASPNET user account has READ access to the Computer Reporter IIS Virtual Directory. If the Web Viewer was installed on a Domain Controller, ensure the IUSR\_<computername> and IUSR\_WPG accounts have READ access to the Computer Reporter IIS Virtual Directory.

Troubleshooting:

### Computer Information not collected in database

If computers are not reporting information to the database, check the permissions on the **ComputerReporter\$** shared folder. Verify that the installation process gave Domain Computers WRITE access at both the share level and NTFS file level.



Troubleshooting:  
**Unable to access the Web Viewer**

**CR\_Viewers Group**

1. Ensure the CR\_WebViewers Active Directory group was created by the installer.
2. Ensure this group has READ access to the Computer Reporter IIS Virtual Directory folder.
3. Ensure this group has WRITE rights to the subfolder called App\_Data.

