



## CAPAINSTALLER

### SOLUTION BRIEFS

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- CapaInstaller Solution Brief
- Mobile Device Management Solution Brief
- Asset Management Solution Brief
- Configuration Management Solution Brief
- Patch Management Solution Brief
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#### DESCRIPTION

**CapaInstaller** reduces downtime and manual processes, providing an overview and access to centralised management of the increasing number of various devices – be it computers, laptops, tablets or smartphones. The most recent release includes peering technology for CapaInstaller **OS Deployment**.

**Mobile Device Management** is part of CapaInstaller, the simple and complete Unified Endpoint Management solution.

## SOLUTION BRIEF

## CAPAINSTALLER



### DESCRIPTION

It takes more than elbow grease to reduce the total costs for installation, management and maintenance of computers.

Obtaining satisfied users, and at the same time optimising the consumption of resources in the IT Department, takes a thoroughly tested and stable Unified Endpoint Management solution, which has proven that these challenges have been managed.

Using CapaInstaller you will realise that there is no need for manual installations and subsequent wasted time for the users, as applications and updates are distributed centrally. There is no need either for IT employees to shuttle back and forth between locations. You are able to respond quickly to requests and to automate deployments for operating systems, software and other configuration changes.

### ADVANTAGES

Updates and installations can be carried out without disturbing the end-users in their daily work.

Deploys operating systems, applications, updates and mobile device policies as well as apps using only a few mouse clicks.

Adapts to a specific network architecture and also works with parts of the infrastructure with reduced bandwidth.

- You are in complete control of computers and devices from the same management console
- You can automate manual processes
- You can centralise and standardize your IT Services
- You can reduce your time consumption in deployment, distribution and maintenance
- You achieve Return On Investment faster due to lower total costs for maintenance and administration

## MAIN MODULES

- **OS DEPLOYMENT** - CapaInstaller Operating System (OS) Deployment facilitates configuration, deployment and maintenance of Windows operating systems. The solution supports any Windows image, independent of hardware, with a special "driver kit" for each computer model in your organisation. Furthermore Change Management is supported including entire performance history of the specific computer. It is possible to boot from both UEFI as well as PXE.
- **CONFIGURATION MANAGEMENT** - CapaInstaller provides for central management of software deployment and configuration changes on all Devices, Apple macOS and Windows based clients and servers. The solution facilitates easy and quick deployment of both plain and complex software without disturbing the end-user. As part of the Configuration Management, CapaInstaller is able to deploy enterprise apps to iOS and Android devices as well as apps from Apple App Store and Google Play.
- **POLICY CONFIGURATION MANAGEMENT** - CapaInstaller enables management of iOS, Apple macOS and Android devices which among others include central administration of policies controlling the configuration and restrictions of the device. This also allows the IT Department to lock or wipe lost/stolen devices which prevents company data from being exposed.

- **PACKAGE CREATOR** - CapaInstaller Package Creator, which is integrated with Configuration Management, is an efficient tool to package and adapt software before deployment. By use of an intuitive wizard and a scripting library Package Creator quickly generates installation packages, provides a high success rate in software deployment and improves user experience both in the IT Department and among end-users.

- **POWER MANAGEMENT** - Power Management facilitates an easy management of the power consumption of computers. It is a simple way to achieve a significant cost reduction without affecting the enduser in his daily work. The computer can be set to automatic shutdown in the lunch break or at closing hours. Furthermore, it is possible to split computers into different groups according to their need for shutdown.

*"The daily tasks have changed and we have created an overview and surplus energy that is now used to teach new users, change computers, monitors, network and servers. By using CapaInstaller we have found the time to make important preventive work."*

ULRIK JØRGENSEN,  
IT Manager,  
Operations Support Wings

- **PATCH MANAGEMENT** - Use CapaInstaller Patch Management to implement a scalable and dynamic Change Management process in connection with deployment of Windows updates. Windows Server Update Services (WSUS) collect the updates, after which the management of deployment and configuration changes are made by CapaInstaller Configuration Management.

- **ASSET MANAGEMENT** - CapaInstaller Asset Management is a dynamic solution, which facilitates a smooth and effective administration of both software-, user- and hardware assets, which are automatically collected from Windows and Apple macOS computers as well as iOS and Android devices. All information is stored in the CapaInstaller database, from which you can keep a sense of perspective, generate reports and control licences.

- **UTILIZATION INDEX (ADD-ON)** - Measurement and display of computer startup and logon times, computer performance in relation to user experience and optimization of software installation on Windows computers. Using Utilization Index enables the IT Department to be a step ahead and give the best Windows Management service ever.

- **CAPAPACKS (ADD-ON)** - CapaPacks to CapaInstaller is a subscription service that gives access to updated CapaInstaller-packaged versions of a large number of 3rd party software. In short, you do not have to keep track of both security- and feature releases of the most common 3rd party software and afterward prepare for distribution.

*“Investment has broken even and we have gained much more value by choosing CapaInstaller compared to SCCM.”*

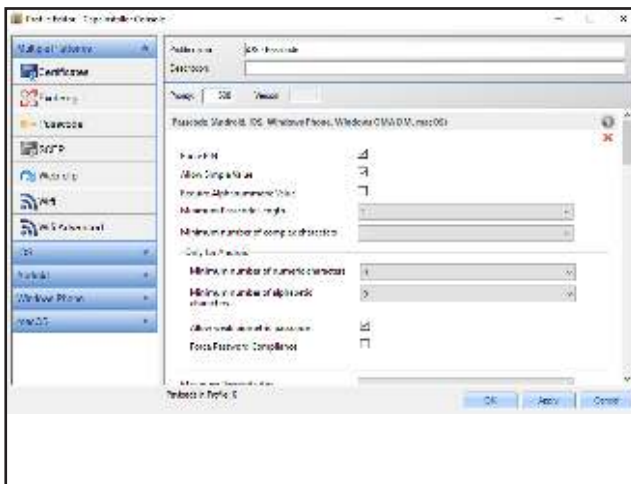
SENIOR MANAGER,  
BANG & OLUFSEN

## SOLUTION BRIEF

# MOBILE DEVICE MANAGEMENT



Mobile Device Management is seamlessly integrated in CapaInstaller and offers centralized configuration and monitoring of Apple iOS, Apple macOS and Android based devices. The solution enables the IT Department to take control of users' mobile devices using the same management console as used for Windows computers



### ENROLLMENT

End-users or IT staff enroll devices Over-the-air (OTA) using different authentication methods, including Active Directory. They are also able to create simple-to-use enrollment configurations that simplify this process across the mobile device platforms. The system offers customized Terms of Use and require acceptance during enrollment to prevent any legal issues afterwards.

### SECURITY MANAGEMENT

To raise the security level of the devices, it is possible to require a passcode with configurable complexity, length, age and other parameters. In case of misplaced or stolen devices, IT staff are able to lock a device with current passcode to protect access to the device or perform a complete wipe (factory reset) of the device to delete user data.

### CONFIGURATION MANAGEMENT

To manage the devices profiles containing configurations, restrictions or apps can be applied. These profiles are assigned to individual devices or groups of devices to target specific requirements. Deployment of apps using profiles allows remote install and uninstall of enterprise, Apple App Store and Google Play apps. The most commonly used settings are configuration of WiFi access points and Microsoft Exchange configuration. In addition, distribution of certificates for use with applications and publishing URL shortcuts (webclips) to home screen of the devices are available.

### ASSET MANAGEMENT

On request, the devices scan and upload hardware and software inventory details including manufacturer, model, UDID, serial number, IMEI, host name and a full commercial descriptive name e.g. "iPhone XR 64GB". Hardware information lists Wi-Fi MAC address, Bluetooth MAC, IP addresses, subscriber carrier, current carrier, roaming status, SIM serial number, phone number, current battery level and device storage capacity as well as used capacity. The software inventory contains information about operating system, version, build and installed applications and their version.

### REAL-TIME REPORTS

Query & Reporting makes it possible to create reports based on any type of data, or to use some of the predefined reports. By choosing precisely which data to include, using both static and/or dynamic criteria, each report can be extremely concise and focused. CapaInstaller integrates with Microsoft SQL Server Reporting Services, which makes it possible to view the reports in a browser without even having CapaInstaller installed.

### DEVICE MANAGEMENT

It is possible to set the frequency intervals at which the system collects device information. Perform bulk management of groups containing Windows, Apple macOS computers and iOS as well as Android devices to simplify administration of these. Retire the devices by un-enrolling them from the management system.

### Feature Overview

**Android Enterprise:** Validated by Google Android Enterprise for mobility management solutions that support Android Enterprise advanced and standard feature

**App Deployment:** Remote install and uninstall of enterprise, Apple App Store and Google Play apps

**Apple Volume Purchase Program:** Automatically assign and withdraw licenses to IOS devices or Apple ID

**Blacklist:** Prevent selected application from being used

**Bulk Management:** Perform cross platform actions to groups of devices

**Carrier Information:** Subscriber/current carrier, roaming status, SIM serial number, phone number

**Certificates:** Use device and user certificates for WiFi and exchange using our existing on-premises infrastructure

**Chromebooks:** With Chromebook inventory, you can collect information about all your devices and the software versions they are using. Useful for having a full overview of all your devices and enough information to make sure there is no security breach in your environment because of mission updates to the operating system or software.

**Commands:** Send commands on-demand to devices to request info, lock or wipe a device

**Device identification:** Manufacturer, model, UDID, serial number, IMEI, host name

**Device platform:** Operating system, version, build

**Device signature:** Full commercial descriptive name e.g. "iPhone 7S 64GB"

**Device Storage:** Primary capacity and space available

**Encryption:** Enforce full device encryption according to industry standards

**Enrollment:** Different vendors different ways to enroll, CapaInstaller supports them all. Apple Device Enrollment Program, Samsung Knox Enrollment, and Zero-touch. Enrollment all methods is a streamlined process for getting the mobile devices managed in CapaInstaller already when delivered from the reseller

**Installed Applications:** List installed applications and their version

**Lock/Wipe Device:** Lock device to protect a lost device, complete wipe (factory reset) of stolen device

**Lock Single App:** Lock a device so it can only run one app. This is also known as kiosk mode

**Microsoft Exchange Support:** Set up access to corporate Microsoft Exchange mailbox using one configuration for all users

**Network:** Configure access to Wi-Fi networks

**Network Information:** Wi-Fi MAC address, Bluetooth MAC, IP addresses

**Over-the-air (OTA) enrollment:** Enroll device without the need to install agent

**Passcode:** Require a device passcode with configurable complexity, length, age, history

**Queries:** Require a device passcode with configurable complexity, length, age, history

**Reporting:** Generate reports with automated distribution without console access

**Restrictions:** Lock down the ability to use specific device features, apps and web browsing

**Secure Applications:** Knox Mobile Enrollment makes deploying thousands of devices quick and easy

**Self Service Portal:** Enterprise App Store for users. Let users manage their own devices

**Shortcuts:** Publish URL shortcuts (webclips) to home screen

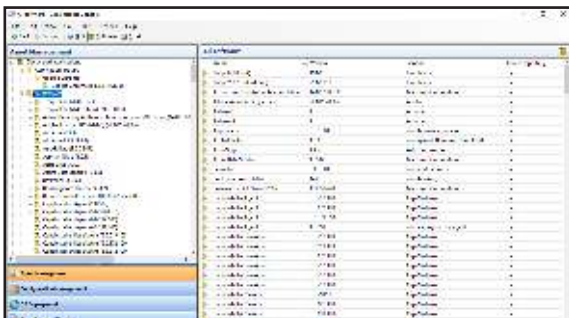
**Whitelist:** Enhance security by whitelisting application as safe to use

## SOLUTION BRIEF

# ASSET MANAGEMENT



Having a centralized management console and one common configuration management database, you can work safely and structured with the CapaInstaller Asset Management solution providing you with a complete overview of all software, hardware and other elements in use throughout your network.



### Complete Asset and Inventory Overview

With this solution it is possible to manage the company's assets including software, hardware, printers and scanners. It is also possible to create custom device types, e.g. GPS, for maximum flexibility.

### Software Management

Software inventory details include a full list of all versions of software installed on supported Microsoft Windows and Apple OS X computers, Apple iOS and Android devices as well as Citrix Terminal servers. File based inventory, will combined with standard inventory give a more complete picture of installed software on the computers.

### How It Works

CapaInstaller Asset Management is part of CapaInstaller Computer & Device Management. An agent application running on each computer and device regularly submits updated inventory details to a service which collects, organizes and processes the data to the SQL Server database. The database makes it available for use in Asset Management and Query & Reporting.



### **Application Groups for License Management**

An application group is a logical collection of all software versions that is related to the same software license contract. It is possible to define the number of licenses for a group of applications, or a single application. Licenses are defined for departments or enterprises. The system keeps a running total of the number of licenses that are installed and compares this to the number of licenses purchased. A compliance report can show which licenses are breached.

### **Software Metering**

By use of metering you can keep track of when, by whom and for how long each application was used on individual clients. Software suite components such as Microsoft Word, Excel and Outlook can even be metered separately to determine if the correct suite is installed for each user or if a smaller suite or single application would do. Metering enables you to see when licenses should be removed from clients, if unused, and to transfer them to where they are needed rather than spending money on new ones.

### **Query Based Groups**

With query based application and metering groups, it is possible to make dynamic self updating groups. Licenses can be defined for a specific version, or from that version and up. The license information will be collected, even if an already installed version of a product is being updated.

### **License Harvesting**

License harvesting is a built-in option which is available in combination with Configuration Management. Leveraging this option will optimize license usage and reduce cost.

### **Disallowed Applications**

To enhance security and maintain productivity, administrators can forbid specific applications from running on client computers. If a user tries to execute a forbidden application, the CapaInstaller Agent will terminate the application.

### **User Inventory and Logon History**

User Inventory and Logon History keep track of each individual network user. Details such as user name, domain, primary workstation, login times, etc. can be collected for all users.

### **Support for Citrix Terminal Server**

For organizations using Citrix Terminal Server, CapaInstaller Asset Management is able to collect inventory of published applications and monitor these. Start, stop and user credentials are logged for each of the applications.

### **Support for Apple iOS and Android Devices**

The iPhone and iPads from Apple delivers hardware and software inventory information using Apple's Push Notifications (APN). On Android devices, an App from Google Play Store collects the asset information. In addition to the standard asset information, the devices also returns IMEI, descriptive name e.g. "iPhone 4S 32GB Black", subscriber carrier, current carrier, roaming status, SIM serial number and phone number.

### **Hardware Inventory**

Hardware inventory enables administrators to check the components of any computer or server without being next to the physical machine or open its enclosure. Hardware inventory includes extensive details about each computer, including: System BIOS, serial number, System type, RAM size, OS details, network MAC address, hard-disk size and free space, graphic card details, port selections, peripherals and more.

### **Expanded Asset Management**

You can define, view and enter customized details on any asset. Use this feature to store information such as supplier, warranty dates, location, prices, etc. for all of your network assets. In addition, any type of file can be attached to any item, thereby making it easy to find service agreements, PDF manuals, license agreements and support details.

### **Create Custom Inventories**

In addition to the standard modules, Asset Management includes customizable inventory modules that you can modify with your own script commands in order to collect any type of information about each client. For example, custom scripts can be developed to report specific registry values or to deduce the department a machine belongs to based on 3rd party information (AD, HR).

### **Real-time Reports**

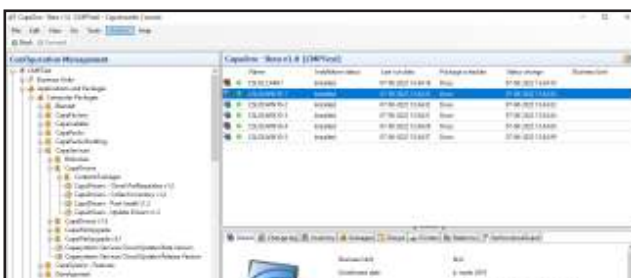
The Reporting and Queries plug-in, makes it possible to create new reports based on any type of inventory data, or to use some of the predefined reports. By choosing precisely which data to include, using both static and/or dynamic criteria, each report can be extremely concise and focused. CapaInstaller integrates with Reporting Services, which makes it possible to view the reports in a browser without even having CapaInstaller installed.

## SOLUTION BRIEF

# CONFIGURATION MANAGEMENT



Use CapaInstaller Configuration Management for centralized packaging, deploying, monitoring and maintaining software installations for all Microsoft Windows based clients, Apple macOS and servers. The solution can perform advanced software deployment with or without end-user intervention and without requiring IT staff to visit the target clients.



### Improved daily operation

CapaInstaller Configuration Management makes it possible to create and maintain secure and stable environments for all users with optimal performance on all computers while reducing the cost and effort required for administration, installation, maintenance and support. Features like printer management, remote reinstallation and the common console will make it easier to manage the daily operations.

Using the power scheme feature you can even minimize the use of power.

### How It Works

CapaInstaller Configuration Management is part of CapaInstaller Unified Endpoint Management (UEM). An agent application is running silently and reliably on each computer and device, placing very little load on these unities. Distributed network infrastructure is supported by remote management servers, package synchronization, download and managed bandwidth. From the CapaInstaller Management Console, all configuration management operations are controlled by operators and distributed to the agents through the infrastructure for execution.

### Reflect Your Infrastructure

By using links or groups you can create the relation-needed between your configuration items to reflect your infrastructure and thereby improve deployment. Furthermore every action is automatically recorded in a change log ensuring history is available for troubleshooting or reports later on.

### **Change Management**

Use the staged deployment feature to create changes in a controlled and secure environment. You can create stages like development, test and production and approve your packages according to the level of requirements before you move them to the next stage. Thereby you minimize the impact on the business and raise the level of service delivery at the same time.

### **Release Management**

You can distribute and track installations as they are deployed to clients across the network. All jobs are monitored by the system, with detailed status information displayed in the central console and/or sent to a system administrator by e-mail. The possibility of package schedule with expiration date, package release and execution date makes it possible for you to manage the release of packages according to best practice.

Interactivity with end-users and multi language messaging help provide flexibility and ensure high success rates. Deployment can run in silent, attended (with end-user messaging) or requestlogoff mode.

### **Deployment Optimization**

Features like Wake-on-LAN, http(s) support, bandwidth regulation and restart able download makes deployment easy and flexible.

### **Centralized Software Distribution**

CapalInstaller is designed to fit into any organization's network structure. Any number of management servers can be established, on almost any Microsoft operating systems, and on almost all hardware. This enables deployment in large, multi-site environments without overloading the network, interrupting high priority traffic or inconveniencing users.

rating systems, and on almost all hardware. This enables deployment in large, multi-site environments without overloading the network, interrupting high priority traffic or inconveniencing users.

### **Package Management**

CapalInstaller Configuration Management includes all of the tools you need to create software installation packages that will install correctly, even when distributed to computers with widely varying hardware and software configurations. Streamline your package creation process by using CapalInstaller Package Creator, which generates scripted installation packages that deliver success rates as high as 99-100%, even in complex, heterogeneous environments.

### **CapalInstaller Package Creator**

Using the CapalInstaller Package Creator will bring a shorter and more structured development cycle of software packages. The Package Creator has been integrated with various setup formats making it a very versatile tool for packaging. Packages are based on the media (software), an installation procedure and a un-installation procedure. The (un)installation procedures are based on the CapalInstaller Scripting Language which is a VBScript extension.

### **Software Catalog**

Not all software installations are mandatory. You can therefore mark optional packages to be listed in a catalog rather than installed automatically. Users can review the catalog at any time and use it to select and install whatever software they need. Each catalog item can be made available to all users or restricted to specific groups

**Real-time reports**

Query & Reporting makes it possible to create new reports based on any type of data, or to use some of the predefined reports. By choosing precisely which data to include, using both static and/or dynamic criteria, each report can be extremely concise and focused. CapaInstaller integrates with Microsoft SQL Server Reporting Services, which makes it possible to view the reports in a browser without even having CapaInstaller installed.

**Mobile Device Management**

Management of mobile devices is seamlessly integrated in CapaInstaller and offers centralized management of policies that controls configuration and restrictions of Apple iOS, Apple macOS and Android based devices. The solution enables the IT Department to take control of users' mobile devices using the same management console as used for Windows computers.

**Power Management**

With the Power Management feature you can minimize the client's power consumption, by setting up specific rules that determine when the client's in your organization should turn off, go to sleep or the like. It is possible to manage the clients in different groups with different work habits, so that the Power Management does not interfere with the work of the end-user.

**Software Updates**

Integrate to the CapaSystems Service - CapaPacks - to get easy access to software packages and updates. CapaInstaller monitors for software updates and notifies when new updates are ready for deployment, so you can keep your environment up-to-date and secure.

## SOLUTION BRIEF

# PATCH MANAGEMENT



Use the CapaInstaller Patch Management solution to implement a scalable and dynamic Change Management process for Windows update deployment.

### Overview

CapaInstaller Patch Management makes it easy to deploy Windows updates to every managed computer. Although Microsoft Windows is able to update via the Internet or from the local Windows Server Update Services (WSUS) server, it typically leaves too much responsibility in the hands of end-users, it bypasses the Change Management process and produces untested configurations which can cause incidents.

### Staged Deployment

Staged deployment in CapaInstaller Unified Endpoint Management describes the process, that a change has to follow before it is released. A typical flow contains test and production. Using the solution it is possible to define the stages needed to support the desired Change process.

### Patch Management Point

CapaInstaller Patch Management solution uses “Patch Management Points” to describe groups of managed computers with common properties e.g. standard computer, IIS servers and file servers. For each Patch Management Point it is possible to:

- define the required Windows stages before it is released to the managed computers production environment (e.g. test/production)
- define how managed computers are assigned to a specific stage in the process (e.g. test/production)
- define Windows update categories and classifications that should be approved for the point (e.g. Microsoft Office, Windows 7 etc.)
- define Windows update approval rules

## Computer Assignment

Managed computers can be assigned to different stages for the Patch Management Points. E.g. all Windows 7 computers can per default be assigned automatically to the stage production for the Patch Management Point Windows 7, while 5 computers manually can be assigned to the stage 'Test'. All IIS server can automatically be assigned to the stage 'Production' for the Patch Management Point IIS servers etc.

## Approval Rules

Windows updates can be approved manually, scheduled or automatically for a Patch Management Point. Various configurations are available making the solution highly dynamic.

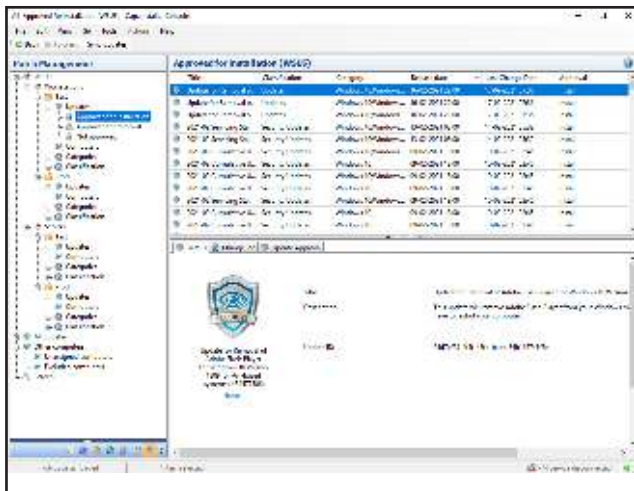


Fig. A CapaInstaller User Interface - easy and intuitive.

## Deployment

The CapaInstaller Patch Management solution makes it possible to schedule the actual deployment to take place in a predefined service window. If reboot is requested during deployment, actions can be taken. The delivery is made in the background without any user interaction which gives an optimal end-user experience. Various control structures handle Microsoft update related errors, which occur from time to time.

## Intuitive User Interface

The user interface has been designed to deliver a smooth user experience. Daily operations and various maintenance tasks are easy to do making the solution the primary interface to the WSUS server.

## Hotfix Checking, Inventory & Reports

CapaInstaller Patch Management includes a Hotfix Inventory module, which provides a full overview of all patches applied to each client. The solution furthermore shows when a client is lacking a recommended patch. Reports are available either on screen or web based via the SQL Server Reporting Services integration

## SOLUTION BRIEF

### POWER MANAGEMENT



Power Management - automatic shutdown of the company's inactive computers. A set of software tools that increase the performance and reduce the cost of installing, managing and maintaining computers in a company.

#### Power Management

One of these tools are Configuration Management, that enables centralized installation of applications and updates to a company's computers, regardless of where they are.

The Power Management module is an extension of the Configuration Management, that makes it possible to automatically shut down all the computers that employees fail to turn off when they leave from work. This eliminates the need for computer users to self-manage the off-mode settings, as it is possible with Windows. A study from Great Britain shows that on average 30% of all employees leave their computers powered on after work.

A stationary computer that is turned on uses about 0.105 kilowatt. If it is turned on between 5 pm and 9 am – i.e. 16 hours – the computer is using approximately 2 kilowatt costing 0.23 Euro.

For each powered computer that will be turned off by Power Management, companies can thus save some 0.40 Euro per day.

#### Little strokes

Although the saving of 0.40 Euro per day may not seem much, the total savings on the energy bill in larger companies can be significant. In a company with 1000 PCs, where 30% of computers are left turned on after work, the yearly electricity savings amount to approximately 15,000 kWh based on 225 working days a year. This corresponds to approx. 25,000 Euro in saved electricity costs and a reduction of the CO2 emissions on 60 tons per year.



## Power Schemes

The Power Management module is installed with CapaInstaller Unified Endpoint Management and computers are by default member of a Power Scheme Group. Activation of Power Management requires linking one or more Power Schemes to a Power Scheme Group. The Power Schemes reflect, within a specific time interval, when to engage power management including turning off display and hard disk, as well as setting the computer into sleep or hibernate mode. Power Management automatically checks if a computer, being member of a Power Scheme Group, has been idle for a specified number of minutes and if so, the computer is set into sleep or hibernate mode. This prevents data from being lost.

When the employee turns on the computer on the next working day, the computer starts up in the same state as it was left in. If a user is working overtime or another person takes over the computer, Power Management will only be activated if the computer is idle for the specified period of time defined in the Power Scheme.



## SOLUTION BRIEF

## OS DEPLOYMENT



### What is CapaInstaller OS Deployment?

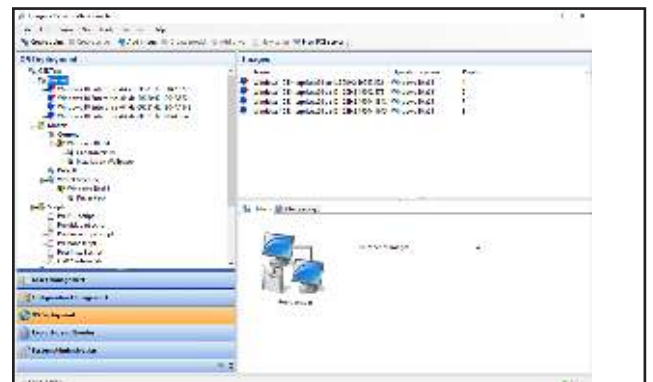
CapaInstaller OS Deployment is a solution for deploying Windows client and server operating systems in a managed network environment. For initial deployment, simply boot the computer using UEFI, PXE or other boot media and enter a computer name. The operating system is then automatically installed from an image on the network without requiring any further user input.

### A Comprehensive Configuration Tool

To manage your deployments use CapaInstaller OS Deployment. This powerful tool enables the operator to create and manage OS Deployment Points that include a full Windows image, plus all of the required drivers for each computer model in use at the organization. The tool also helps the operator to configure computer models and synchronize deployment servers across the organization

### Remote Reinstallation Service

It is easy to reinstall the operating system at any time using the CapaInstaller Management Console on any computer. Reinstallation is often the most fast, sure and safe way to restore normal service, e.g. fixing software related problems on a malfunctioning computer. The alternative, trying to isolate and correct a problem, is often very time consuming and many still result in a system with problems. When using CapaInstaller OS Deployment, OS installation or reinstall typically takes about 10 minutes, depending on computer and network performance.



*OS deployment in CapaInstaller Management Console.*

## Integrate with System Management Products

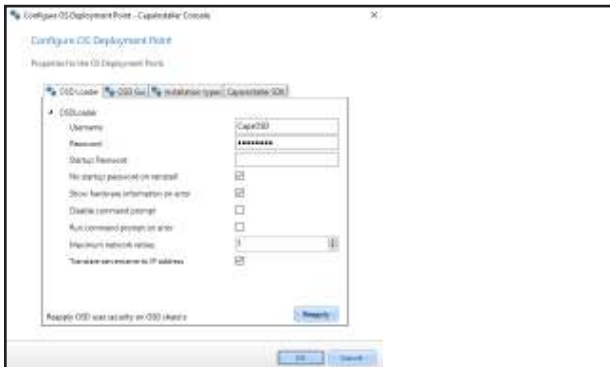
Naturally, it is recommended to use CapalInstaller, which offers the most thorough integration, but OS Deployment can be integrated with many thirdparty solutions. When using CapalInstaller, OS Deployment integration features include:

### *Complete Remote Reinstall*

Use the CapalInstaller Console to completely reinstall any computer in the network, including the OS and all applications, updates and hotfixes previously assigned to the same workstation.

### *CapalInstaller Agents Distribution*

All required CapalInstaller Agent software can be included with the operating system, thereby ensuring that all clients are immediately prepared for management.



*Configuring an OS Deployment Point.*

## Change Management Support

A unique feature of CapalInstaller OS Deployment is the support for change management with full history on all changes made during daily operations. Combined with the built-in scalability support customers can scale out to worldwide locations while maintaining full operational control of all components. OS Deployment also supports a strong implementation of a tiered change management environment to fully support recommendation in standards like ITIL.

## Customer Business Value

CapalInstaller OS Deployment offers the IT Department an out-of-the-box solution based on well defined processes. Operators will be more efficient with OS Deployment and targets for Service Level Agreements are more easily guaranteed. Problems related to deployment of new computer hardware models and down time caused by reinstallation of Windows are minimized, which result in higher end user productivity.

## Integration with Capalmages

CapalInstaller OS Deployment integrates with the Capalmages Cloud Service from CapaSystems, where it can get new and updated Windows images without the need for any configuration.

## SOLUTION BRIEF

## PACKAGE CREATOR



CapaInstaller Package Creator is a rapid development tool for generating software installation packages. The resulting packages are optimized to ensure the highest possible success rate with little or no end-user interaction, thereby maximizing the benefits of using a centralized software distribution platform.

### Package Creator: Efficient Distribution

Package Creator provides a streamlined workflow, a standardized script format and advanced prebuilt installer-script functions, so even complex software distribution and update tasks can be designed quickly and reliably. Compared to the usual technique of writing complex, customized scripts for every new installation project, Package Creator provides:

- An easy-to-use interface that minimizes development time while ensuring thorough scripting
- A common development environment, which creates scripts that are easy to understand and easy to share between authors

- Thoroughly tested scripting functions that guarantee the highest possible success rate
- Detailed log files listing all distribution actions, making it easy to locate installation problems
- An uninstall feature that makes it easy to remove packages from clients
- Optional interactivity and end-user messaging to help provide flexibility and ensure high success rates
- Windows x86 and x64 support



Fig. 1: CapaInstaller Package Console and Scripting Library.

### **The CapalInstaller Scripting Library**

Package Creator scripts use the Visual Basic scripting language, which is familiar to most developers and therefore easy to customize. The scripts are relatively short and easy to understand thanks to the CapalInstaller Scripting Library, which provides a powerful set of pre-made functions designed by experts in software installation.

### **Script Editor**

CapalInstaller uses an external text editor, which by default is Notepad. However, integration with Notepad++ is provided and this editor provides a flexible environment for customizing the generated scripts. It features auto-completion, syntax highlights, scripting help (Ctrl+F4) and other coding features targeted for CapalInstaller scripts.

### **Tested and Approved by Microsoft**

CapalInstaller Package Creator has been tested and approved by Microsoft.

### **Platform Integration**

CapalInstaller Package Creator is intended for use as part of a managed software distribution platform. It provides full integration with CapalInstaller Unified Endpoint Management.

### **Supported Platforms**

The CapalInstaller Agent must be installed on each computer where the generated packages will run. The agent runs on supported platforms listed in the CapalInstaller System Requirements Datasheet.

### **Key Features**

- Includes several pre-built templates for generating packages to install all kinds of applications
- Supports MSI packages and special MSI features including patches (.MSP) and transform files (.MST)
- Helps to create customized maintenance scripts using templates and CapalInstaller Scripting
- Library functions
- Creates detailed installation log files
- Generates scripts with both pre- and postinstallation client checks
- Sets up messaging and end-user interaction in multiple languages
- Provides extra support for WAN connections and mobile clients through download-before-install, bandwidth regulation and download-resume functionality
- Intelligent user script handling
- Generates packages that can run in silent, attended or request-log-off mode
- Packages can automatically create a system-store point, enabling clients to return to the last-known good configuration if needed

## SOLUTION BRIEF

## UTILIZATION INDEX



Configuration Management for CapaInstaller includes features for measuring a computer's start-up- and logon, the computer's utilization compared to end-user experience stated as a utilization index and features for optimization of software installation.

### **WINDOWS MANAGEMENT INCLUDING MONITORING**

For more than 10 years CapaSystems has developed and delivered Windows Management solutions for controlling Windows based clients. Configuration Management provides the IT Department with a tool for monitoring, reporting and Windows Management within the same software application

### **MONITORING DESKTOPS**

By use of elements from the software solution PerformanceGuard the IT Department is provided with a tool that enables them to be a step ahead of end-users and to give the best Windows Managements service.

The PerformanceGuard agent collects a number of information from all desktops in the company such as CPU, RAM- and hard disk consumption, startup and login times.

By integration to CapaInstaller, this information is now available as inventory data and a number of visual presentations.

Apart from the raw information that is delivered directly, Configuration Management uses this data to calculate the utilization index of the individual computers.

The IT Department will be able to validate the performance of a certain computer at any time. To be more precise: The IT Department is able to observe the hardware performance in relation to the end-user's expectations and experience at a specific moment.

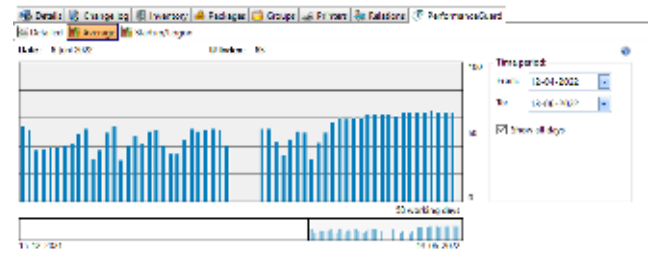
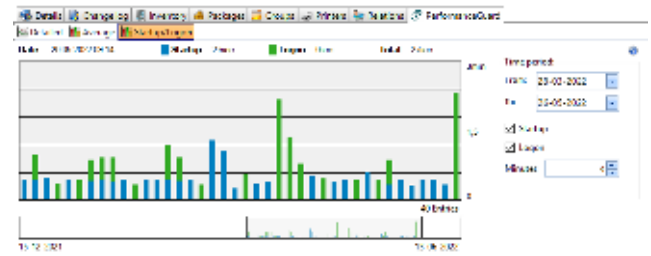
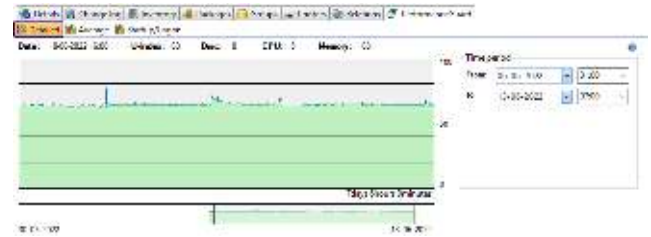
## Features

### Startup and Logon Time

Definition of the time passed from turn on until logon.  
And from logon until the computer is ready to use

### Utilization Index

Indicates the utilization index of the individual computer. This feature makes it easy to see the consequences of software updating and to plan purchase of hardware



### Hardware Inventory

Hardware inventory enables administrators to check the components of any computer or server without being next to the physical machine or open its enclosure. Hardware inventory includes extensive details about each computer, including: System BIOS, serial number, System type, RAM size, OS details, network MAC address, hard-disk size and free space, graphic card details, port selections, peripherals and more.

### Expanded Asset Management

You can define, view and enter customized details on any asset. Use this feature to store information such as supplier, warranty dates, location, prices, etc. for all of your network assets. In addition, any type of file can be attached to any item, thereby making it easy to find service agreements, PDF manuals, license agreements and support details.

### Create Custom Inventories

In addition to the standard modules, Asset Management includes customizable inventory modules that you can modify with your own script commands in order to collect any type of information about each client. For example, custom scripts can be developed to report specific registry values or to deduce the department a machine belongs to based on 3rd party information (AD, HR).

### Real-time Reports

The Reporting and Queries plug-in, makes it possible to create new reports based on any type of inventory data, or to use some of the predefined reports. By choosing precisely which data to include, using both static and/or dynamic criteria, each report can be extremely concise and focused. CapaInstaller integrates with Reporting Services, which makes it possible to view the reports in a browser without even having CapaInstaller installed.