

QUARTZ DEVELOPMENT

Quartz Enterprise Manager Version 1.04

User Guide

QUARTZ ENTERPRISE MANAGER VERSION 1.04

User Guide

This document covers Quartz Enterprise Manager 1.04 and beyond.

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Introduction

Quartz Enterprise Manager is an application that is used to register and un-register Quartz Developments clients across a network.

Our single user version of PortaMail and SmartSYNC are hardware locked to a user and machine. This is fine for most users but for large companies it can become problematic for an administrator to handle the keys involved (such as requesting a new/update key from their supplier).

With this in mind we developed Quartz Enterprise Manager to cut administering our products across many users.

Features

At the moment Quartz Enterprise Manager does nothing more than allow the user to register and un-register our clients remotely on a user's machine.

The enterprise clients and single user versions have the same functionality, the only difference is the way the keys are handled; so you cannot register a single user version of PortaMail or SmartSYNC with Quartz Enterprise Manager. For this to work you need the corresponding enterprise client version.

The main benefit an administrator will see is the way they register the clients. They can register and un-register a client without having to contact their supplier for a new key.

Installation

It is assumed that you are familiar with using a PC have been sent the files needed to install the Enterprise version (or installed them from our web site) and are ready to install it on to your PC. If you haven't, please contact your supplier about the missing files.

There are two parts to Quartz Enterprise Manager.

Component	Description
Quartz Enterprise Manager	This component is installed on a secure administrator machine. The administrator is issued with a key to unlock the software and tie it to this machine. The key contains the licenses your company purchased.
Quartz Client (PortaMail or SmartSYNC)	This component gets installed on a user's machine. It is up to the administrator how they install this; they might install it locally at each machine or remotely using Zenworks or some other tool.

Table 1 Components

Quartz Enterprise Manager Package contents

We ship Quartz Enterprise Manager as a trial version. The following table lists the items that get installed on the server machine and some optional items depending which version of the client you requested.

Item	Description
<u>QEManagerSetup.exe</u>	This is the License Manager part of the system and should be installed onto a secure administrator machine.
Quartz Enterprise Manager FAQ.htm	A user FAQ.
Quartz Enterprise Manager Quickstart guide.pdf	A quick start instruction sheet on how to install Quartz Enterprise Manager.

userguide.pdf	The full user guide on using Quartz Enterprise Manager (this document).
The following table lists the available clients you can install onto a users machine.	
PortaMail2005EntSetup.exe	This is the PortaMail 2005 client and works only with Windows Mobile 5.0 devices.
PortaMail200XMultisetup.exe	This is the PortaMail 6.5 client and works with Pocket PC 2003/2002/2000 devices.
SmartSYNC2007Setup.exe	This is the SmartSYNC 2007 client and works with the latest Palm devices and Palm databases.
SmartSYNCSetup.exe	This is the SmartSYNC client and works with Palm devices.

Table 2 Package contents

Installing QEManagerSetup.exe

This application should be installed onto a secure administrator machine; once installed it requires a key to unlock and use it, this is described below.

Start the installation process by launching the Quartz Enterprise Manager set up application (QEManagerSetup.exe).



Figure 1 Installation Welcome Screen

Click next on this screen to go to the next page.

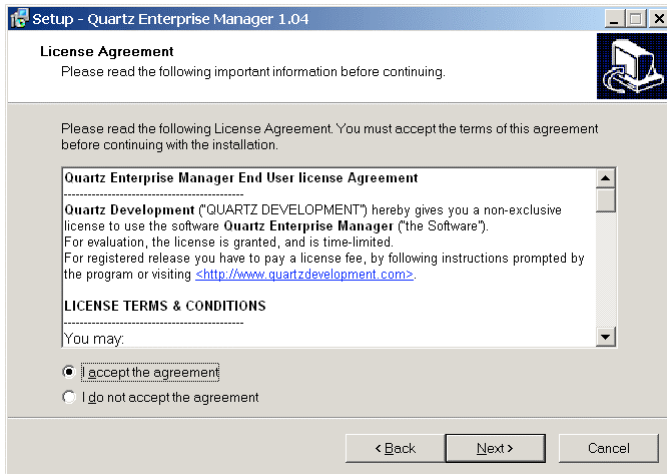


Figure 2 Installation License Agreement

You need to accept the agreement before you can carry on with the installation. Click next to go on to the next screen.

There are several standard installation pages that follow Figure 2 such as selecting the installation directory and status screens. These have not been put into this document as they don't need describing. Click next to go on to the next screen.



Figure 3 Installation Finish Page

This page lets you know that the installation has finished and Quartz Enterprise Manager has been installed. If you get errors during installation please try again before contacting us at support@quartzdevelopment.com.

Unlocking the trial version of Quartz Enterprise Manager

If you are using the trial version of Quartz Enterprise Manager then you should already have been sent the needed keys to unlock the software.

Use the following steps to unlock Quartz Enterprise Manager

Step	Description
Select the Register Quartz Enterprise Manager shortcut from the start menu	The dialog in Figure 4 Enter Key Dialog should appear.
Copy the manager module key (Username and Key) from the email you were sent with the key information in it into the dialog. Click the OK button to unlock the software.	A dialog should appear informing you the key has been accepted, if it doesn't then try copying the data into the dialog again before informing your supplier.
Copy the client license files to the correct directories on the server; see Table 8 Client license file locations.	This file is needed to register the clients remotely on a user's machine. If this file is not copied then an error will be displayed when you try to register a client.

Table 3 Trial version installation steps

Unlocking the full version of Quartz Enterprise Manager

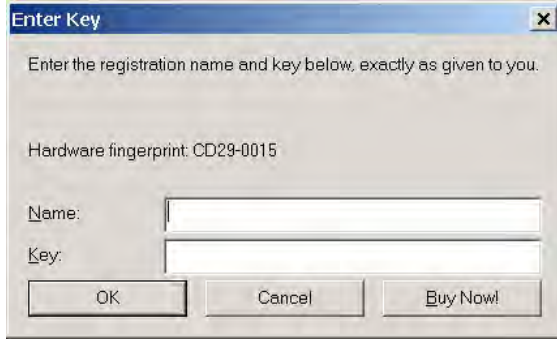
You need to install the software then get the key from your supplier to unlock Quartz Enterprise Manager.

Use the following steps to unlock Quartz Enterprise Manager

Step	Description
Select the Register Quartz Enterprise Manager shortcut from the start menu	The dialog in Figure 4 Enter Key Dialog should appear.
In this dialog, you will find the Hardware fingerprint number (in this case CD29-0015). Email this number to the supplier of the software along with the Username you want to register this software.	Email your supplier or keyrequest@quartzdevelopment.com requesting a permanent key for Quartz Enterprise Manager. You need to include licenses you purchased for each of the application types (such as SmartSYNC, PortaMail, and PortaMail 2005 etc).
Once you get the email back with your Username and Key copy the Username and Key from the file into the dialog. Click the OK button to unlock the software.	A dialog should appear informing you the key has been accepted, if it doesn't then try copying the data into the dialog again before informing your supplier.
Copy the file client license files to the correct	This file is needed to register the clients

directories on the server; see Table 8 Client license file locations.	remotely on a user’s machine. If this file is not copied then an error will be displayed when you try to register a client.
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Table 4 Unlocking Quartz Enterprise Manager installation steps



When requesting a permanent key, you need to supply us with both the username of the person or company you want to register the copy of Quartz Enterprise Manager to and the hardware fingerprint (this is visible in the adjacent diagram and has eight alphanumeric characters of the format XXXX-XXXX).

Figure 4 Enter Key Dialog

Installing a client application

The respective client (such as SmartSYNC, PortaMail etc) user guide describes fully how to install the client onto a local machine, please use the correct link below to download a copy:

<http://www.quartzdevelopment.com/userguides/PortaMail/userguide.pdf>

<http://www.quartzdevelopment.com/userguides/SmartSYNC/userguide.pdf>

This application should be installed onto the computer you want to synchronize your PDA to GroupWise. It is up to the administrator how they install the client application onto the user’s machine; you have two options.

Installation method	Description
Locally	The administrator must go to each user machine and execute the application; to finish the installation follow the wizard pages in sequence. Please see the user guide for information on how to install, configure and use the client application.
Remotely	The administrator can remotely install the application from a central location by using a distribution tool like Zenworks or Microsoft SMS. Please refer to the documentation that came with your distribution tool.

Table 5 Client installation method

Chapter
3

Using Quartz Enterprise Manager

This section will describe how to use Quartz Enterprise Manager.

It is assumed you have read the previous chapter about Installation, and have got Quartz Enterprise Manager installed. Just follow the steps below to Quartz Enterprise Manager.

User Interface

Once Quartz Enterprise Manager is installed and you have launched it, you will see the Figure 5 Quartz Enterprise Manager

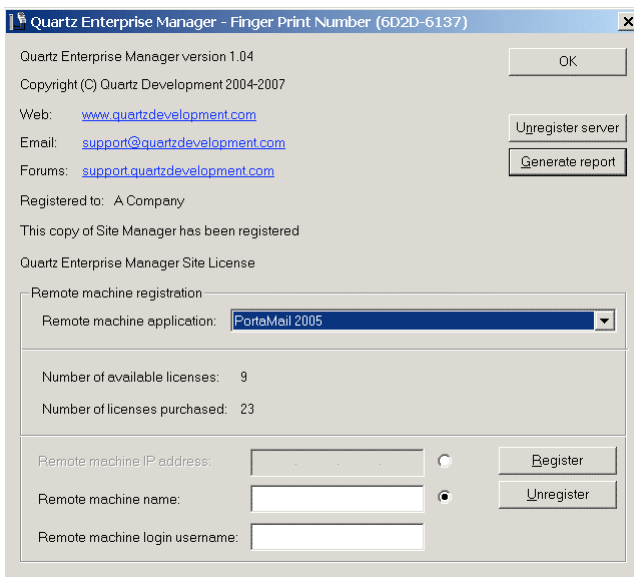


Figure 5 Quartz Enterprise Manager

Each of the items on this dialog will be described.

Item	Description
OK Button	This closes the application.
Un-register Server Button	BE CAREFUL: This allows you to move the Quartz Enterprise Manager license to another server. Confirming the dialog will mean you cannot register any clients until you have received a new key from your supplier. Several files need to be emailed to your supplier. Quartz Development will then use the information in these files to generate a new key for you.
Number of available licenses	This number shows how many licenses you still have available for the application type.
Number of licenses purchased	This number shows how many licenses you purchased for the application type.
Remote machine IP address	Selecting this edit box will allow you to enter the IP address of the remote machine you are trying to register the client application on.
Remote machine name	Selecting this edit box will allow you to enter the name of the remote machine you are trying to register the client application on.
Remote machine login username	Selecting this edit box will allow you to enter the name of a user on the remote machine you are trying to register the client application on. Usually you will leave this blank.

Table 6 User interface description

Remotely registering a Quartz client

It is assumed you have fully installed the Enterprise software and registered it so it is unlocked and ready to use. To register a client you need to follow the instructions in Table 7 Remote client registration steps.

Step	Description
If Quartz Enterprise Manager is not already running then launch it from the start menu.	Quartz Enterprise Manager should be running and have enough spare licenses to register a Quartz client.
Either locally or remotely launch “PortaMail_Register” or “SmartSYNC_Register” in the directory where you installed client on the users PC.	Please note that the “PortaMail_Register” or “SmartSYNC_Register” shortcut references an application called “qdlstner.exe” which MUST have LOCAL ADMIN rights while you register the client. This application is only needed while you register or unregister the clients
Using the Quartz Enterprise Manager select one of the application types from the “Remote machine application” drop down list	If you have purchased the licenses then selecting “PortaMail 2005” or “PortaMail 6.5/2003/2002/2000” or “SmartSYNC 2007” or “SmartSYNC” will update the purchased and available licenses on the dialog box.
Using the Quartz Enterprise Manager enter the name or IP Address of the remote machine you are trying to register into the edit box.	
If you are registering this client then click the “Register” button. If you are un-registering this client the click the “Un-register” button.	After a short while, you should see a dialog appear letting you know that the client has been registered or unregistered. The available license count will change to show the licenses available after the operation.

Table 7 Remote client registration steps

Please note that if you have registered a client on a users PC and you want to upgrade that PC then you need to un-register the Quartz client from that machine and register it on the new machine. Failure to un-register the Quartz client on the old machine will mean that license is potentially wasted.

Generate Report

This button creates a list of client machines with a client application on them; it includes the machine name that has the client application installed on it, the status which shows whether the application is registered or unregistered and application type.

The Create CSV file button creates a comma separated value file of the report list allowing you to import it into a spreadsheet.

The Edit Item button allows you to select an item from the list then to change some or all of the values.

The Delete Item button deletes the selected item from the list; this is useful if you ever need to amend the report list caused by lost licenses and the like.

The Import File button lets you import a report.dat file into your current report file, the main use of this option is to merge your previous PortaMail Enterprise Manager (or SmartSYNC Enterprise Manager) report.dat file with your current Quartz Enterprise Manager report.dat file after upgrading to Quartz Enterprise Manager.

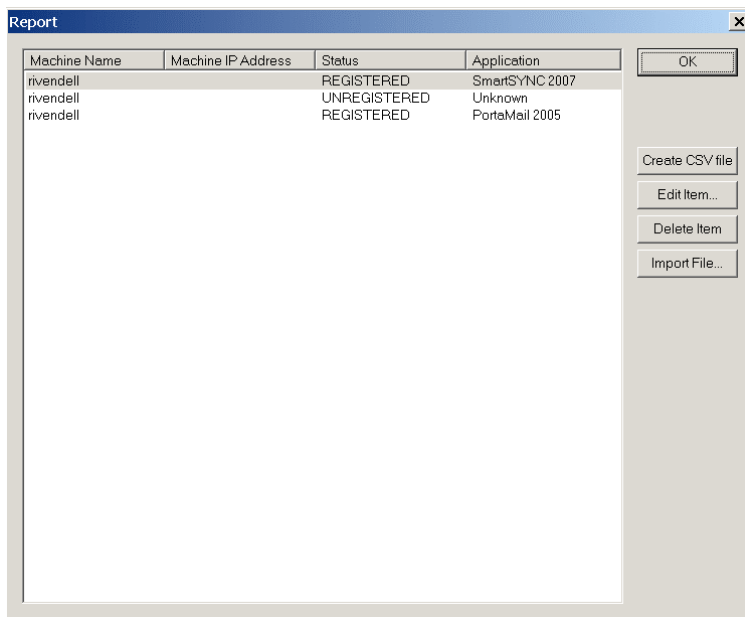


Figure 6 Report tool

Moving the Quartz Enterprise Manager (server) to a different computer

It is possible to un-register the Quartz Enterprise Manager and move the application to a new server please follow the instructions below when doing this:

1. Launch the Manager Module on the old server.
2. (Very important). For each application type you have licenses for make a note of available and purchased licenses (from the dialog box).

3. (Very important). Click the Un-register Server button (top right of the dialog box), this creates a file called serlic.dat in the installation directory (probably C:\Program Files\Quartz Enterprise Manager).
4. Install Quartz Enterprise Manager onto your new server.
5. Launch the Manager Module on the new server, you will be asked to enter a key, make a note of the finger print number (format XXXX-XXXX) in the dialog box.
6. Email the available & purchased licenses from step 2, the serlic.dat file from step 3 (on your old server), the new finger print number from step 5 and the client license files you have purchased licenses for (please see the table below for where these files are found on your old server) to your supplier who will then arrange creation of your new keys.

File	Location (Assumes you have installed Quartz Enterprise Manager into C:\Program Files\Quartz Enterprise Manager)
pm205lic.dat	C:\Program Files\Quartz Enterprise Manager\PortaMail 2005
pm65lic.dat	C:\Program Files\Quartz Enterprise Manager\PortaMail 6.5-2003-2002-2000
ss207lic.dat	C:\Program Files\Quartz Enterprise Manager\SmartSYNC 2007
ssynclic.dat	C:\Program Files\Quartz Enterprise Manager\SmartSYNC

Table 8 Client license file locations

U S I N G