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Update Information

Return to this page on-line at www.altiris.com/software/docs to learn about the latest changes to LabExpert and this documentation. Information about both are updated whenever changes are made.

Executive Summary

RapiDeploy™ is the configuration solution used to fully deploy and configure new PCs by migrating existing system images. Whether you are using RapiDeploy or RapiDeploy for Technicians, the instructions are the same. The only difference between the products is the limitation of five computer downloads at a time with RapiDeploy for Technicians.

RapiDeploy is a powerful time and money saving tool for IS departments, PC configuration centers, contract consultants, integrators and value added resellers (VARs). RapiDeploy provides the fastest way to fully configure new PCs and servers, migrate existing systems and restore previously configured systems.

RapiDeploy provides all the tools necessary to duplicate the operating system, applications and associated data files of any PC. For the installation of complex system environments, RapiDeploy provides for the security requirements necessary in today's networked systems such as NetWare, Windows 95/98/NT. It even includes control of unique computer names, IP addresses and NT Security ID (SID) numbers.

RapiDeploy significantly reduces time and costs associated with system configuration by installing twenty, a hundred or even thousands of machines at a time—completing in minutes what otherwise takes hours or days.

Components

RapiDeploy simplifies the tasks required to install and configure multiple computers. By combining a unique front-end utility with already proven imaging software, Altiris saves you hours and days of labor and frustration. Components of RapiDeploy are described below.

Configuration Wizard

The RapiDeploy Wizard walks you through the creation of sets. Sets are made up of computers and their configuration information. By creating multiple sets, each with unique configuration definitions, you can deploy any number of PCs across a network. And best of all, you can deploy two to two thousand PCs in the same amount of time of only a few minutes.

The Wizard allows you to define computer names, Microsoft Workgroups or Domains, Novell NetWare Client login preferences, TCP/IP, DHCP, DNS/WINS settings and product licensing information. All this data is stored in a configuration database.

Management Console

The RapiDeploy Management Console allows you to further define information stored in the RapiDeploy Set files (.rds files created when sets are saved) and the Configuration Database. From the management console, you insert Sets into a Job Queue. You can even take portions of a predefined Set and create a sub-job within the Job Queue.

The Job Queue defines the order in which the Jobs are executed or you can use command line switches with RDClient to specify which job or computer to use. This versatility allows you to deploy the desired image to a whole set of computers or several images to smaller groups of PCs.

ImageBlaster Agent

ImageBlaster technology uses exclusive, network multicast capabilities grouped under the ImageBlaster Agent to create a precise system environment. Once you have created a disk image, you can use it over and over again. These images can be compressed, stored and catalogued on a server for future use. Or, you can immediately multicast an image of the internal hard drive, an attached CDROM or Tape drive, etc. of any PC on the network. And with the optional [AutoImager](#), you can create self-extracting executable files to be distributed independently of any program or utility.

Client Configuration Agent

RapiDeploy includes two versions of the client configuration agent, one for Windows NT, the other for Windows 95/98. Both versions perform similar tasks on their respective operating systems. The Client Configuration Agent runs manually or can be included in the image file installed as part of the cloning process by the ImageBlaster Agent to run as a service following the boot sequence. The Sequence of Operations section of this document assumes that the Cli-

ent Configuration Agent is installed as a service and runs automatically following the target computer's next boot sequence.

This Client Configuration Agent requires the use of a source file, which is placed on the hard drive by the Image Agent during the imaging process. The source file contains specific configuration information such as IP address and computer name, which is unique to that PC. If this source file is found, the Configuration Agent makes changes to the registry as specified by the source file. If the source file is not found the Client Configuration Agent prompts the user for the required information.

When its task is completed and there have been no errors, the Client Configuration Agent deletes the source file, its own executable, and the error log file. Optionally, the Client Configuration Agent updates the status for the specific PC being configured in the Name/Alias object in the Status Database.

The Client Configuration Agent displays critical error and informational messages on the screen while it is running, regardless of the mode. Other errors and messages are written in a .LOG file at the root of the partition containing the system root directory

RDClient

RDClient is the DOS based utility that instructs a client to search for a RapiDeploy Set file. RDClient can do nothing by itself. It is dependant on what already exists in the .rds files, the Configuration Database, the ImageBlaster Agent and the Client Configuration Agent.

SIDgen

Imaging or cloning Windows NT computers can sometimes present a problem. Typically, Windows NT servers and workstations are identified to a Domain-based network by a Security ID (SID). Since this identifier must be unique, sharing an image of one Windows NT computer with other computers on the network could cause conflicts. While this limitation precludes the use of many disk duplicating technologies, SIDgen solves the problem.

SIDgen is a security attribute modification utility for Windows NT. SIDgen works with Microsofts on Windows NT 4.0 Workstations and Servers (including Primary and Backup Domain Controllers). This replacement process is transparent to the end user. When it is done, everything appears normal. All security entries still list the same users/groups and all user preferences remain intact.

Altiris partnered with Microsoft in the development of the Windows NT 4.0 System Preparation Tool. This collaboration allows you to use the System Preparation Tool to do part of the work and use SIDgen to complete the job with the full support of Microsoft.

Quick Start Guide

Once the installation and configuration of RapiDeploy is complete, you'll be able to control the imaging of networked computers from a single PC (your Control Console).

The following instructions assume you have already downloaded the RapiDeploy Suite onto a network server (but not installed it). To simplify the learning process, use only three client computers plus a server to complete the instructions in this Quick Start Guide. For Windows NT, the Control Console and the server can be the same computer. Each client computer should be designated as one of the following:

- the RapiDeploy Control Console (RCC)
- the image source computer
- the image recipient computer

When you finish, you'll know how to simultaneously image hundreds of PCs in just minutes.

Because this is a Quick Start Guide, explanations and detailed steps are kept to a minimum. For additional information on the configuration and use of the RapiDeploy Suite, see the online manual at www.altiris.com/software/docs/.

Install RapiDeploy

1. From your future RCC computer, run RD_SETUP.EXE
2. When prompted for a destination directory, provide a path and directory.
For example: F:\RDEPLOY
3. When prompted for the **Licensee Name** and **Key** (both are case and space sensitive), enter them as supplied from Altiris or your authorized reseller.

Create Boot Diskettes

Use the Boot Disk Wizard to create diskettes that boot the computers, connect them to the server, then download the image. You need two blank diskettes to complete this step.

1. Make sure the RCC client has Internet access to retrieve the necessary drivers.
2. Select **Start > Programs > Altiris RapiDeploy > Boot Disk Wizard**.
3. Select the appropriate DOS for the clients.
4. Select the server type.
5. Select the protocol.
6. Select and configure the appropriate NIC type.
7. Using the directions provided in the information frame of the **Server Authentication** window, set your network drive mapping.
8. Select **RapiDeploy** for the application type.
9. Define a computer alias for identification within the RCC.
10. Set the duplication count to 2 (two) and change computer name when prompted for the second diskette.

For further instructions, see the Boot Disk Wizard documentation.

Create the Client Install Diskette

To include RapiDeploy's client configuration agent, include the following components in the source computer's image:

1. Obtain a blank, formatted diskette.
2. From the RCC computer, choose **Start > Programs > Altiris Client Install > Make Client Diskette**
The diskette is created with the appropriate files.

Create the Image File

1. Use a computer with an existing setup, or
 - i. Load and configure the desired Operating System

- ii. Load desired applications and data files

Important: To image PCs that will be Windows NT domain members, the original image must be created from a domain member

2. Insert the new **Client Install Diskette** in the image source computer (it should currently be up and running Windows) and run SETUP.EXE.
 - a. Select **Client Configuration for RapiDeploy**. Make any other appropriate selections for your client computers
 - b. When this client installation is complete, remove the diskette.

Note: For Windows 95/98, the install process makes an entry in the registry at the key:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\RunServices

For Windows NT the agent gets loaded as a service viewable within the Services Control Panel.

The future image should now be complete and ready to upload to the server for storage and use.

3. Boot the image source computer with a diskette created earlier with the Boot Disk Wizard. When the screen displays, "**Waiting for any master...**", press <Ctrl> C.
4. From the F:\RDEPLOY, run IBMASTER.EXE
 - a. Select **Upload to Image File**
 - b. Select the Partition(s) to image
 - c. Enter an image file name such as TESTSET1.IMG
 - d. Select **Start**

The ImageBlaster Agent window displays an active status of the upload process.

Create the Configuration Database

1. The configuration database is created from within the RapiDeploy Console. To open the console, choose:
Start > Programs > Altiris RapiDeploy > RapiDeploy Console
2. The Getting Started help window displays. You can either follow the instructions as presented or close it and continue on your own.

Note: The first time RapiDeploy Console opens, the Set Wizard displays automatically once the Getting Started help window is closed.
3. Make selections and complete the fields as requested. Access **What's This? Help** to determine the function of each option. Create two computers for this exercise.
4. Select **File > Save**

Important: All target computer names to be put into an NT domain must be added to the receiving domain's Server Manager list before running RDCLIENT.EXE.

Establish RapiDeploy Jobs

The RapiDeploy Management Console consists of three main windows:

- Sets created through the RapiDeploy Wizard or from comma-delimited files
- Job Queue (determines default order of deployment jobs)
- Computer Name List (displays computers and alias names, etc. in each Set or Job)

A Job is created by dragging a Set into the Job window. As clients are booted with a BootWorks Boot Diskette created earlier, each client looks for a job to execute.

Download an Image

1. Boot each target PC with a boot diskette created earlier.
2. Execute RDCLIENT.EXE -w

The **-w** tells the target computer to wait until the Master is ready to broadcast.

Note: RDCLIENT checks the Configuration Database (created earlier when the Set was created) to determine which Image File should be used and which configuration values to assign to the target PCs. RDCLIENT

restores the hard drive using the assigned image. It then writes the configuration values to the target drive for later use by the configuration agent.

3. When prompted, remove the floppy diskettes from each target PC.

Each target PC automatically reboots from its local hard disk drive, reads the individual configuration information and updates the Registry file.

If any check box was marked for “Prompt user for confirmation of these settings,” each image recipient computer pauses until you log on after the first time the target PCs boot. Otherwise, ignore all Windows instructions until the computer reboots the last time and comes up to a normal Windows 95/98/NT screen.

The Client Configuration Agent then removes itself, deletes any associated files used with RapiDeploy from the local hard drive and the process is complete.

Details are available in the complete documentation at **www.altiris.com/software/docs**

Stepping Through the Wizard

When you start the RapiDeploy Console, the Getting Started help window displays. You can either follow the instructions as presented or close it and continue on your own.

The first time RapiDeploy Console opens, the Set Wizard displays automatically once the Getting Started help window is closed. To use the wizard for future set definitions, click the New Set icon below the menu bar.

Define the Set

1. Provide a descriptive name to help you remember which group of computers this set is designed for. For example, use the computer type such as Compaq or Dell, or a client name such as Fast Computers, Inc.
2. Enter the number of computers you want configured with this set. You can define 10 computers and reuse the set as often as you want. You can also define a thousand computers, start the set once and deploy only a few computers at a time. Each time you run RDCLIENTEXE from a target computer, that computer automatically finds the next computer name in the active set until the computers defined within that set have been completed. Optional switches are available to control changes in the defaults.

An option allows you to import an existing file with comma-delimited fields. The number of computers and other data to be used in this set come from the imported file. Read the information about the required format of comma-delimited files. The Import option is available from the File menu at the main console.

3. Enter or browse for an image file you created using IBMASTER.EXE. The file name entered here becomes associated with this set. Once selected, the file creation date, size and description (if any) are displayed. This information cannot be entered here, it is read from the selected file. You also have an option to resize the partitions on the target PCs. Click the **Resize Partitions...** button. See: **Resizing Partitions** in the ImageBlaster Agent documentation.

Optional Settings

In general, the four buttons displayed here, allow you to define options. There are existing defaults so you can continue without going into any of these options. Or, you can select from or define the options listed under each. Make the selection and provide all the information pertinent to your network and client computers targeted with this set.

Each of the four main options includes an additional check box to: **Prompt user for confirmation of these settings** during the initial login.

For each time you check this box, the future user is prompted to confirm or change the information you enter here, before their login session continues.

Computer Names

Because some manufacturers expect certain computer names to exist, those names are created along with the original configuration at the manufacturers. In cases like these, click the radio button for: **Don't change Computer Name settings**.

When the computer name doesn't matter to you or to the user at the final destination, select: **Automatically assign unique names**.

If you want a specific name to be used as the core text, select: **Use a static range**.

Additional characters are prepend by default. You can change them to be append by selecting the **Append** check box. You can define the text to be used and the starting number range. Based on the number of computers you defined in the first Wizard screen, the results of your selections are displayed in the **Results** field.

You can define the Microsoft Windows 95/98/NT Workgroup or Domain name by clicking the option and filling in the name you want. If these computers won't be connected to a Windows 95/98/NT network, you can leave the blank.

Reminder! To define a Windows NT Domain at this time, you must have defined the original image as a member of a Windows NT Domain.

NetWare Client Settings

When you're imaging computers for a NetWare network, include the appropriate information to make the login process easier for the end user. If the target PCs came pre-configured for the specific network adapter already in them, you might want to leave that information intact. You can select: **Don't change NetWare Client settings**.

Otherwise, select **Connect to NetWare** via:

- **Preferred Server** if you need to be that specific, or
- **Preferred Tree** when the user's access point doesn't matter. Be sure to define the NDS Context the user will be defined in.

If you want the users to execute login scripts the first time they log into a network, click the **Run login scripts** box.

As with all these options, you can force confirmation of your selections by clicking the **Prompt user for confirmation of these settings** box.

TCP/IP Settings

There may be occasions when you are re-imaging computers that are already in service. In these cases, you probably don't want to reconfigure TCP/IP settings. You can instruct the imaging process to ignore any changes by selecting **Don't change TCP/IP settings**.

NOTE: As a background process during installation of the NT client configuration program **CICfgNT.EXE - install**, DHCP is temporarily used, no matter what you defined within the Wizard. This releases any predefined TCP/IP address during installation of the client configuration agent. After the image is copied to the local hard drive, the client configuration agent reads your defined information and applies it to individual PCs, thus applying or restoring your TCP/IP settings.

Many companies today take advantage of Dynamic Host Configuration Protocol (DHCP) servers. DHCP allows the dynamic allocation of TCP/IP addressing every time a computer connects to the network. DHCP eliminates the potentially heavy overhead required for static configurations. DHCP and its associated usage provides all required information dynamically.

If you need to create static IP addresses, select **Specify range**. By including the **From range**, the appropriate addresses is filled in according to the number of computers selected in the first screen. These addresses must be acquired from the governing authority.

The **Netmask**, **Gateway**, **Domain** and DNS/WINS settings are completely dependant upon the networks to which these computers will become a part. Explaining the complexities of TCP/IP is beyond the scope of this program and document. Before establishing any information through these options, be sure you are fully acquainted with TCP/IP and all of its associated requirements.

As with all these options, you can force confirmation of your selections by clicking the

Prompt user for confirmation of these settings box.

Product Licensing

Product Licensing refers to the Operating System being imaged to each target PC. Since each PC receives the same operating system, with the same license number, the future owners must have a licensing agreement that allows this.

One possible exception may be allowed by selecting the **Prompt user for confirmation of these settings** box to cause users to enter their correct license information the first time they boot the computer.

Using the Main Console

The RapiDeploy Management Console consists of three main windows:

- Sets created through the RapiDeploy Wizard or from comma-delimited files
- Job Queue (determines default order of deployment jobs)
- Computer Name List (displays computers and alias names in each Set)

RapiDeploy's Control Console provides the interface for configuring jobs and viewing their status. You can access each of the following tasks from the Main Console by using Windows' standard drag-and-drop and selection features.

- Open sets
- Define new sets
- Create and assign alias names
- Add jobs
- Create sub-jobs
- Start & stop jobs
- View status of all jobs

When a **set** is selected, the computer name list displays:

- Computer names
- Alias names (if they have been assigned)
- IP Addresses (DHCP unless otherwise assigned)

When a **job** or **computer name** is selected, the computer name list displays:

- Computer names
- Alias names (if they've been assigned)
- Status of individual computers
 - White (ready/waiting)
 - Blue (in progress)
 - Green (complete)
 - Red (error)

When a **job** is selected, the **job list** indicates:

- White (ready/waiting)
- Blue (in progress)
- Green (complete)
- Red (error)
- Grey (on hold)

You can view the properties of any item displayed in the console by double clicking or by right clicking and selecting **Properties** from the menu. Different property options appear according to the item selected. Some property values can not be altered once the job has been defined.

Working with Sets

Sets are created through the RapiDeploy Wizard or by importing predefined comma-delimited files. After the **Getting Started** help is closed, the **Wizard** opens automatically the first time you run RapiDeploy. Once a set has been defined, RapiDeploy Console opens directly to the main console.

To open an existing set and add it to the list, select an image file from **File > Open** and browse for the image file you want to use.

To create a new set using the Wizard, click the **New Sets** icon in the menu bar and the Wizard opens. See [Defining Sets](#)

To create a set from a comma-delimited file, select **File > Import** and browse for the file defining the properties you want to use.

From **View > Aliases**, display a list of all defined Alias names and add or remove names from the list.

When you highlight a **set**, then click anywhere in the computer name list, you can use the **New Computer** icon. Clicking this icon creates a new computer, identical to existing computers in the set, with the exception of the name and address, which is incremented. Alias names are not automatically assigned.

Note: If you highlight a **job**, then click in the computer name list, you cannot add computers. You must start from the **set's** list.

Computer Name List

The Computer Name list is dynamic and displays information and status according to the set or job selected. Along with computer names, alias names are displayed when they've been assigned.

When a set is selected, the computer name list includes the IP Address column. The IP Address list displays DHCP unless a specific IP address was assigned during creation of the set.

When a job or computer name is selected, the computer name list displays a Status column.

Assigning Aliases

To view Computer Aliases, select a Set or a Computer Name

Open **View > Aliases**

To create new Computer Aliases, click **Add**, enter a name, click **OK**.

To remove a Computer Alias, highlight a name, click **Remove**

To assign a Computer Alias to a computer name, right click on a computer name, select **Alias**.

The menu displays:

- [Auto]

- Clear

- Pick List...

- And up to 25 Alias names

[Auto] assigns an Alias to every computer in the list. Computers are assigned from top to bottom in the list, using the last Alias created and working backwards through the alias names as they were created.

Clear removes the Aliases from every highlighted Computer Name in the list.

Pick List... allows you to select a specific Computer Alias to be assigned to the Computer Name already highlighted.

If you have fewer than 26 Computer Alias names in your list, all the Computer Aliases appear in the menu below the **Pick List...** If you have more than 25 Computer Alias names in your list, none appear in the menu below the **Pick List...**

Preparing a Job

The **Job Queue** displays **sets** that have been added to the job queue. Add jobs to the job queue by dragging sets into the job queue. You can create sub-jobs by highlighting some computer names and dragging them into the Job Queue. This creates a temporary Set within the Job Queue.

Each PC booted with the RapiDeploy Client looks at the Job Queue and takes the next configuration definition from the current job and its unused computers remaining in the computer name list. This process continues until all jobs and their computers are deployed.

Optional command line switches for **RDCLIENT.EXE** allow overriding this default job selection by specifying which job and computer definition to use.

Accessing AutoImager

RapiDeploy AutoImager is another adaptation of Altiris' ImageBlaster technology. By creating a self-extracting executable file from either a new or existing image, you can give your clients an instant disaster recovery solution, whether they're in the next cube or around the world. AutoImager is a separately licensed option to RapiDeploy. You can access AutoImager from the **File > Export** menu. For complete documentation, see **AutoImager**.

Formatting Comma Delimited Files

To make a comma-delimited file usable by RapiDeploy, you must create it with the correct format. All 26 fields must exist, in the proper order, even if the field is empty. Some fields require unique information, others act as switches requiring only a 1 or 0. Still other fields accept specific number configurations such as IP addresses.

The fields are divided into two categories:

- Computer Parameters
- Set Parameters

The first six fields are in the Computer Parameters group. Data for these fields can change from row to row. The last twenty fields are Set Parameters and must be the same for all rows in the import file.

As the name implies, commas are used to separate the fields. There are 26 fields requiring 25 commas, there is no comma before the first field nor following the last field.

The name of each field with its corresponding description is listed in Table 1 and the fields are listed in the order they must appear in the comma-delimited file. The order of the fields you see in the Wizard does not match the order of the fields in a comma-delimited file. To execute RDCLIENT.EXE, boot your Windows 95/98/NT client with one of the diskettes prepared with the Boot Disk Wizard.

Table 1: Field Definitions for Comma-Delimited Files

Computer Parameters		
1	Computer name	This name is applied to each computer created in a set. When left blank, the name is left unchanged from that of the image.
2	Alias	Aliases are generally reused over and over. They might be assigned to a particular configuration station or slot, so the operator doesn't need to care about the computer name. It can also be applied to a specific user's computer for restoration purposes.
3	User name	The user name assigned to the use of the operating system license.
4	Organization name	The organization name assigned to the use of the operating system license.
5	Product id	The identification number assigned to the operating system product license.
6	IP address	The static dotted-decimal IP address to be assigned during the imaging process.
Set Parameters		
7	Hostname	The TCP/IP hostname for the computer.
8	Image file	File name of image to be used.
9	Change TCP/IP	A 1 (one) uses ip-addr from above. A 0 (zero) leaves IP address unchanged.
10	Use DHCP	A 1 (one) sends the client, upon booting, to a Dynamic Host Configuration Protocol (DHCP) server for its IP address. A 0 (zero) does not.
11	Netmask	The dotted-decimal number designating classes of addresses and subnets.
12	Gateway	The address of the computer that provides an access point to the Internet.
13	Domain	The TCP/IP Domain Name for this computer.

Table 1: Field Definitions for Comma-Delimited Files

14	DNS1	Domain Name Server entry one.
15	DNS2	Domain Name Server entry two.
16	DNS3	Domain Name Server entry three.
17	WINS1	Windows Internet Naming Server entry one.
18	WINS2	Windows Internet Naming Server entry two.
19	Change NWclient	A 1 (one) uses the rest of the NetWare client information from this file. A 0 (zero) ignores the other information and leaves the client unchanged.
20	Use tree?	A 1 (one) uses the preferred tree specified by the pref-tree field. A 0 (zero) uses the preferred server specified by the pref-sv field.
21	Preferred Server	Name of the preferred server to use.
22	Preferred Tree	Name of the preferred tree to use.
23	Context	Context where the user's name should be found at login.
24	Run scripts	A 1 (one) causes login scripts to be executed upon login. A 0 (zero) ignores scripts.
25	Use workgroup	A 1 (one) causes Windows 95/98/NT to use the workgroup name defined in the wg/dom-name field. A 0 (zero) causes Windows 95/98/NT to use the domain name defined in the wg/dom-name field.
26	wg/dom-name	The name used according to the use-workgroup field.

RDCLIENT

RDCLIENT.EXE looks for the first available job and the first available computer in that job. You can prevent the default instructions from executing by including one or more available switches. The three available switches are independent from each other, can be used in any combination and include the following:

Table 2: RDCLIENT SWITCHES

c:<computer-name>	Select this computer (name or alias)
j:<job-description>	Select this job
w	Wait until something to do

By including the actual computer or alias name from an active job, RDClient starts looking for the specified computer in the current job. If it isn't found there, it looks through subsequent jobs until it either finds the computer name and executes it or doesn't find it and displays this message:

RDCLIENT Error: No jobs available to process

By including the job description of a job in the job queue, RDClient looks for that job in the job queue. If found, that job begins with the first available computer. If that job is not found, this message is displayed:

RDCLIENT Error: No jobs available to process

You can execute RDClient even without jobs and/or computers available by including the -w switch. It tells the computer on which it is executed to wait until a master computer multicasts a ready message AND a job/computer

becomes available. If a job/computer is available, RDClient continues normally. When no job/computer is available, this message is displayed:

Waiting for job (Esc to abort) [\]

The rotating line inside the square brackets lets you know that this client is waiting.

As soon as a job/computer becomes available, the job begins and the SLAVE status screen displays. When the download completes, RDClient instructs the computer to reboot, execute the Configuration Client Agent already copied to that computer, and apply the specific information appropriate for that computer. For a Windows NT computer, SIDgen may also execute establishing unique SID information.

Technical Support

Altiris is dedicated to giving you the best support possible. Please check the Automated FAQ System on our web site before contacting us with your questions.

Be sure to include a detailed description of your environment, the problem, and any error messages you have received. We welcome and encourage all feedback and enhancement requests.

You can contact the Altiris Support staff by phone, fax, mail or e-mail.

Mail

Altiris, Inc.
387 South 520 West
Lindon, Utah 84042

Email

Quick response E-mail support at support@altiris.com

Phone

Call us at (801) 226-8500 (Monday through Friday, 8am to 5pm MDT). Phone support is always free during a product evaluation period and for at least 90 days following purchase.

Fax

Send a Fax to Altiris' Support by using (801) 226-8506.

Web

www.altiris.com

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Please include complete details of your questions, suggestions and examples.

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Patents

U.S. PATENT NO.: 5,764,593 was issued for "BootWorks," a METHOD AND SYSTEM FOR THE INTERCEPTION AND CONTROL OF THE COMPUTER BOOT PROCESS.

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