

5 O&O Enterprise Management Console

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About O&O Enterprise Management Console

O&O Enterprise Management Console (OOEMC) will allow you to manage all your O&O products from a central location across your network. Not only will you be able to run jobs on individual computers or even entire sites, it will also let you perform the remote installation of agents automatically. All data will be saved in a database which ensures that you can always be supplied with detailed reports about the success of any jobs.

We hope that OOEMC will make your working in a network easier and that you'll be able to save all the time you'd otherwise need for managing every one of your company's computers manually.

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Please Note: As a result of regular program updates, some information in the printed manual may vary from that found in Online Help. Please Note: As a result of regular program updates, some information in the printed manual may vary from that found in Online Help.

More:

Important Features at a Glance

Differences from previous versions of OOEMC

Important Features at a Glance

You can manage various O&O programs (Server or Workstation Editions) in OOEMC.

- Central management for controlling jobs across a network
- Schedule the automatic running of jobs across a network
- Remote installation of O&O products across a network
- Running of Windows commands (Batches) before and after the running of a job across a network
- Detailed Job Assistant with product specific setting options
- Constantly active Control Service for communicating between clients and SQL
- Detailed Reporting

Differences from previous versions of OOEMC

Unlike previous versions of OOEMC, this newest version provides fully automatic remote installation and job allocation. If, for example, a computer is not available when a job is being allocated, the request will be repeated automatically at a specified interval.

You can thereby reach a significantly larger number of computers in much less time than you'd need when using the manual request method of the previous version.

A further advantage is that the components of OOEMC are always active on the SQL Server, which means that jobs and reports are constantly in synch. There is no longer any need to wait for reports because these can be accessed from the database at any time. In this way, the database has now become the central storage location for jobs and reports.

Design and Functionality

The following chapters explain the structure and functions of O&O Enterprise Management Console.

More:

Definition of Terms

General Communication Model

Functional Principle

Design of OOEMC

Definition of Terms

A short explanation of the following terms will contribute to a better understanding of the documentation. Please use the charts "General Communication Model" and "Functional Principle of OOEMC" as an added help for understanding the text.

More:

OOEMC

Module

OOEMC Control Service

Gateway Agent

Product Agent

OOEMC

Abbreviation for O&O Enterprise Management Console, the graphical user interface. The term refers to a management program ("Container") in which computers, programs and reports are structurally integrated.



Start Page of OOEMC

Modul

A module is an O&O program integrated into OOEMC This makes it possible to apply an O&O program across a network. It is listed in the directory of OOEMC as a module folder, e.g., O&O DiskImage or O&O Defrag.



Module folder in the OOEMC

OOEMC Control Service

The OOEMC Control Service has the function of transferring or allocating jobs and installation instructions to the desired computer, i.e., the gateway agents, across a network. It controls communication between the database and the gateway agent of the network computer, allocates jobs and is responsible for remote installation. At the same time, it also matches the jobs to the corresponding reports and files them in the database.

Gateway Agent

The gateway agent is installed on the target computer during the remote installation of an O&O program. It communicates with the OOEMC Control Service and arranges for jobs to be run using the respective product agent (e.g., from O&O DiskImage). It also collects reports, on request, from the product agents and passes them onto the OOEMC Control Service.

Product Agent

The product agent is a service of any O&O product, e.g., O&O DiskImage, which is responsible for running a job on the respective client.

General Communication Model

Using O&O Enterprise Management Console (OOEMC), you'll be able to allocate and manage jobs for O&O programs across a network from a central location. OOEMC itself doesn't perform any managing functions but with it you can integrate network capable O&O programs, e.g., DiskImage, which are able to assume this function. The integrated O&O programs are called modules.

To put it simply, communication from your workstation computer to the network computer is carried out using your SQL Server and the Control Service. The Control Service communicates with the respective network computers (clients) on which jobs can be run (see the chart "General Communication Model").

Note: the chart shows only a possible application of OOEMC. The OOEMC Control Service can also be installed on a separate computer. OOEMC can also be installed on the server in a similar way.



General Communication Model

Functional Principle

Communication from your workstation computer to the network computers is carried out over your SQL database and the OOEMC Control Service. The Control Service communicates between the SQL Server and the gateway agents of the respective network computer (clients). The gateway agent is automatically installed on the client during the remote installation of an O&O product and receives jobs from the Control Service. The gateway agent then passes these jobs onto the product agent, which is responsible for running a job, and in turn collects reports about how the job was run (see chart "Functional Principle of OOEMC").

Note: the chart shows only a possible application of OOEMC. The OOEMC Control Service can also be installed on a separate computer. OOEMC can also be installed on the server in a similar way.



Functional Principle of OOEMC across a network

Design of OOEMC

The design of OOEMC is very clearly laid out and provides quick access to both the module and the program features.

The folder O&O Enterprise Management Console contains the module folder and additional folders:

- Jobs calendar displays all jobs in a calendar overview.
- **Jobs** includes a Job Assistant for planning the time-controlled running of a job on selected **computers/sites**. You can allocate various properties to a job such as initial running, running interval, name, etc.
- **Reports** The folder contains all status reports about the jobs.
- Computer includes all the computers you've added to a network in order to install an O&O program like O&O DiskImage.
- Site includes all the sites you've added to a network in order to install a program like O&O DiskImage onto all the site's computers.



Navigation overview: Job-calendar

File menu

Using the File menu, you can create new jobs and add a new computer or site. Select the desired program folder, e.g., O&O DiskImage, and run the desired action using the file menu.

View

Under **View** you can customize the program interface and run updates.

Tools

Under **Tools** you can select from additional options. Refer to the chapter "Advanced Settings" and get an overview of your licensing status. You can also have access to maintenance and repair options. Please refer to the chapter "Advanced Options/Maintenance and Repair".

Module

You can get an overview of all available modules, e.g., O&O DiskImage or O&O Defrag, in the module directory.

System Requirements for using OOEMC

Note: Please pay attention as well to the system requirements of the Microsoft SQL Server 2005 Express (SQL Server Express). Under Windows 2000 you will need at least Internet Explorer 6.0 and the Windows Installer 3.1.

Note: The O&O Enterprise Management Console tested and developed with the most current and available Microsoft operating system and each corresponding Service Pack (with reference to the publishing date of O&O EMC).

- Intel® Pentium[™] III or comparable processor
- Ca. 1 GB free hard disk space for the whole package (SQL Server Express and OOEMC)
- VGA graphics card with minimum 1024x768 and 256 colors
- CD/DVD drive, keyboard and mouse
- Windows[™] 2000, Server 2003, XP, Vista®*, Server 2008 (all Editions, from Windows[™] XP/Server 2003: 32bit/64-bit support, respectively)

To be able to work with O&O Enterprise Management Console, the SQL Server Express has to be available in combination with the installed Service Pack 2. The O&O Enterprise Management Console supports only SQL Server 2005 and SQL Server Express 2005 with the installed Service Pack 2.

* Core installations are excluded

Permissions

To install and register OOEMC, you must be a member of a local administrator group or possess comparable permissions. If you are a domain administrator, you normally already possess such permissions. You do not need any administrator permissions to start OOEMC.

Installation and preliminary measures

In order to work with O&O Enterprise Management Console (OOEMC) across a network, you'll have to install all the components included in delivery and possess the respective O&O product licenses.

You can either install the program by using the CD included in your package:

The installation contains the following components:

OOEMC - The graphical user interface can be installed on either your workstation computer or your server. Multiple installation of the user interface is also possible, for example, on a number of workstations and your server.

OOEMC-Control Service - The OOEMC Control Service may only be installed once. It should be installed preferably on a server because it is designed to be continuously active. If installed on a workstation computer, jobs might not be allocated or remote installations performed.

SQL Server Express - can be installed optionally when no Microsoft SQL Server is available. We recommend your installing the SQL Server Express on a server so that it can be contacted at any time by the Control Service and OOEMC.

Note: If you are installing the Control Service on a computer without the graphical user interface, you will be prompted to enter the connection to the database when installation is completed. This step is absolutely necessary in order for the Control Service to function correctly.

More:

Starting Installation Customized Installation Complete Installation Note on installation without the SQL Server Express Entering the License Key

<u>Uninstall</u>

Starting Installation

- 1. Start the computer on which you want to install the SQL Server Express.
- 2. Login as local administrator or as a user possessing comparable permissions.
- 3. Click the installation file containing O&O Enterprise Management Console and follow the steps in the installation dialogue. Depending on whether or not you already have the Microsoft SQL Server 2005 available, you can choose between installing with or without the Microsoft SQL Server 2005 Express.

For installing **without** the SQL Server Express, you must enter the computer name with the SQL Server in the corresponding dialogue during installation. Read more in chapter "<u>Notes on the installation without SQL Server Express</u>".

If you are choosing to install **with** the SQL Server Express, you will have to enter the name of the computer on which it should be installed.

Once the installation of the SQL Server Express is completed, you can choose between **Complete** and **Customized Installation**.



You can retrieve information over the installation components

Customized Installation

The installation of individual components (Customized Installation) is recommended, if you want to install the SQL Server Express and the OOEMC on separate systems, or if you already have access to a SQL Server Express. You can install the OOEMC on your workstation and the SQL Server Express on the Server.

Installing OOEMC

- Select **O&O Enterprise Management Console** in the selection dialogue and then follow the installation dialogues. When prompted, enter the server name and the instance name of the SQL Server.
- When prompted, restart your computer.

Note: O&O Enterprise Management Console can be installed on either your workstation computer or your server. Multiple installation of the user interface is also possible, for example, on a number of workstations and your server.

Installing the OOEMC Control Service

- Select **Service** in the selection dialogue and the follow the installation dialogues. When prompted, enter the server name and the instance name of the SQL Server.
- When prompted, restart your computer.

Note: The OOEMC Control Service may only be installed once. It should be installed preferably on a server because it is designed to be continuously active. If installed on a workstation computer, jobs might not be allocated or remote installations performed.

Complete Installation

All the components (OOEMC and OOEMC Control Service) will now be installed consecutively. Follow the dialogues and when prompted, enter the server name and the instance name of the SQL Server.

When prompted, restart your computer.

Note: O&O Enterprise Management Console can be installed on either your workstation computer or your server. Multiple installation of the user interface is also possible, for example, on a number of workstations and your server.

The OOEMC Control Service may only be installed once. It should be installed preferably on a server because it is designed to be continuously active. Multiple installation of the user interface is also possible, for example, on a number of workstations and your server.

Note on installation without the SQL Server Express

If you're already using an SQL database for O&O Enterprise Management Console, make sure that you're also using the SQL Server and **Windows Authentication Mode** as a server authentication method.

To do this you'll need the "SQL Server Management Studio (Express)" program, which you can download free of charge from Microsoft.

Right-click the uppermost entry in the database tree and under **Properties/Security**, select **Server authentication**.

Notes on the application of one's own SQL Server

If you do **not use** the included SQL Server, but use your own SQL Server, then you have to consider the following:

- Only SQL Server 2005 may be used for the OOEMC.
- The SQL Server has to run with mixed authentication modes (Mixed Mode). You can modify the settings while installing the SQL Servers or in the SQL Management Studio.
- If the SQL Server is running on another computer than where the OOEMC is installed, you will have to modify the
 Firewall of the SQL computer so that a connection (e.g. network connection) can be established. You could for
 instance activate TCP/IP as a means of communication. To do that you have to normally define the TCP Port
 1433 as an exception.

Entering the license

Note: In order to activate the product after installation or at a later time, you must possess a valid license key. This license key is also called a registration code, serial number or product ID. Please contact our Sales Department if you'd like to have a test version of this software! Email: sales@oo-software.com

The dialogue for registration always appears automatically at the start to guide you if you are using an unregistered version or have entered the registration code incorrectly.

The registration wizard allows for a simple registration process. When you select **Next**a dialog box will appear where you can enter the registration code you received when purchasing the software. Please make sure that you do not enter any empty spaces where they don't belong.

Press **Next** to save the registration data or **Cancel**, to leave the dialog window without saving the data.

Should you run into any problems when entering your registration code, please contact our Support Team.

| 080 🧼 | Enterprise Mana | gement Console | X |
|-------------------|--------------------------------------|--|---------|
| 0&0 Er Version | nterprise Manag n 2.1.57 | jement Console | |
| | Please enter you fields and press | ur name, your company name and your registration code in the appr 'Next'. | opriate |
| | Name: | John Doe | |
| | Company: | Somewhere | |
| | Serial#: | XXXX-XXXX-XXXX-XXXX | |
| | Paste license inf | formation from the dipboard | |
| Further | Information P | rivacy < Back Next > | Cancel |

Registration Wizard: Entering the License Key

Uninstall

To remove O&O Enterprise Management Console from your computer, please follow the steps below:

- 1. Open the **Control Panel** in the Windows Start Menu and then click **Add or Remove Programs**.
- 2. Click **O&O Enterprise Management Console** from the list of installed software and then click **Remove**, or under Windows Vista click **Uninstall**.
- 3. Confirm uninstallation.

First Steps

After it's successfully installed, you can open OOEMC on your workstation from either the desktop icon or using the path **Start/All Programs/O&O Software/O&O Enterprise Management Console**. You can access Help by using either the **Help** button or pushing **F1**.



Start page of O&O Enterprise Management Console (OOEMC)

Search for Updates

To make sure that you are using the newest version, click on **Search for updates** in the menu bar.



More:

Initial start following installation Preparing the target computer Setting up a remote installation at the initial start of O&O Enterprise Management Console

Performance Interval

Reports

Initial start following installation

The Database Wizard will appear at the initial start of O&O Enterprise Management Console or following deletion of the database from the user interface. Here you'll be able to construct a new database or select one that is already available. If you're using an older version of OOEMC, it will be automatically updated to the latest version without any loss of data.

• For designing the database, enter the server name and the name of the database, e.g., Server1\SQLEXPRESS. If the database is located on the same computer as the Enterprise Management Console, please enter (local)\SQL-EXPRESS.

| 080 🧼 | Enterprise Manageme | nt Console |
|-------------------|----------------------------------|-------------------------------|
| 0&0 En Versior | nterprise Managemen n 2.1.198 | t Console |
| | Database | |
| | Server Name: | (local) \SQLEXPRESS Refresh |
| | Login to Server | |
| | Windows Authent | ication |
| | SQL Server Auther | ntication |
| | User name: | |
| | Password: | |
| | | Test connection |
| | | |
| Further | Information Privacy | < Back Next > Cancel |



Preparing the target computer

Before you begin assigning jobs or performing remote installations, you have to open certain ports or port ranges of the firewall on the target computers (clients). Otherwise the computers will not be contacted and you will receive error notices in reports.

If you're using the firewall of another manufacturer, check with the respective program's Help.

You have to open (or allow these exceptions) the following ports through the Windows Firewall settings to allow the remote installation and for assigning jobs.

You can change the standard settings for the Firewall under **Extras/Options/Gateway Agent.** Basically, the following ports and port areas have to be open as exceptions on the target computers.

Tip: you can find the settings for the Windows Firewall on your computer under: **Start/Control Panel/Security Center/Windows Firewall/Exceptions**.

Windows XP

| | For Remote Installation | For Connection/Allocating Jobs/ Reports |
|------------------------------------|---|--|
| Port/Port Range (Exceptions) | File and Printer Sharing (TCP 139, TCP 445, UDP 137, UDP 138) Remote Management* Windows Management Instrumentation - WMI (TCP/135) | 50400 50401 (Optional, only necessary when using SSL Encryption) |

* Note: If you are using Windows XP Service Pack 2, you have to enter the following command in the command line to enable the RemoteInstallation, since there are some security restrictions imposed by the operating system: netsh firewall set service type = remoteadmin mode = enable More information can be retrieved from the Internet under Microsoft TechNet. Specifically, if you look for the article "Enable or Disable the Remote Administration Exception".

Windows Vista

| | For Remote Installation | For Connection/Allocating Jobs/Reports |
|------------------------------------|--|--|
| Port/Port Range (Exceptions) | File and Printer Sharing (TCP 139, TCP 445, UDP 137, UDP 138) Remote Management Windows Management Instrumentation - WMI (TCP/135) | 50400 50401 (Optional, only necessary when using SSL Encryption) |

| Windows Firewall Settings | 23 | |
|--|------|-------|
| General Exceptions Advanced | | |
| Exceptions control how programs communicate through Windows Firewall. A program or port exception to allow communications through the firewall. | dd a | |
| Windows Firewall is currently using settings for the private network location. What are the risks of unblocking a program? | | |
| To enable an exception, select its check box: | | |
| Program or port | | |
| ✓ File and Printer Sharing | | |
| iSCSI Service | | |
| Media Center Extenders | | |
| Gateway Agent | = | |
| Network Discovery | | |
| O&O EMC2 Product Agent (Win32) | | |
| Performance Logs and Alerts | | |
| Remote Administration | | |
| Remote Assistance | | |
| Remote Desktop | | |
| Remote Event Log Management | | |
| windows Management Instrumentation (WMI) | - | |
| | | |
| Add program Add port Properties Delete | | |
| Notify me when Windows Firewall blocks a new program | | |
| w Noury me when windows Firewail blocks a new program | | |
| OK Cancel App | ply | |
| | | Advar |

settings

Setting up a remote installation at the initial start of O&O Enterprise Management Console

From your own workstation, you can conveniently install O&O programs remotely on any number of computers across a network.

For performing remote installation on the Clients, you must still enter the name of the user whose account is being used for remote installation.

Note: Make sure you have the required administrator permissions on the target computer!

• To do this, under **Tools/Options** click **Control Service** and enter the user account for remote installation in this order: **Domain\User Name.**

| Options | | | x |
|----------|--|---|---|
| Database | Control Service O&O Gat | eway Agent Notification Log file Reports | |
| | Service Option | | |
| | The frequency of enablin computers. The Interval | g the Service indicates the intervals at which the Control Service distributes jobs to Control specifies at which intervals attempts should be repeated after a failed connection. | |
| | Distribute jobs every: | 15 Minutes Interval Control | |
| | The synchronization inter the individual computers. | val indicates at which intervals the Control Service will receive reports and local jobs from | |
| | Intelligent Synchroniz | ration | |
| | Constant Synchroniza | ation all: 60 Minutes 💌 | |
| | Remote Installation | | |
| | Enable Remote Instal | lation | |
| | Please enter the user nar administrator permissions | me and password under which remote installation should be run. The account must have on the target computer. | |
| | User name: | Domain\User | |
| | Password: | ••••• | |
| | Confirm password: | ••••• | |
| | SSL Encryption | | |
| | Using this option will let y | ou encrypt communication between the service and your computers. | |
| | Use SSL Encryption | | |
| | | | |
| | | | |
| | | OK Cancel Apply Help | |

Entering the User Account

Once you have successfully installed OOEMC and your SQL Server, you can begin with the first remote installation. For doing this, you will need a respective module such as O&O DiskImage with corresponding client licenses.

Note: If the target computer has an active Windows Firewall, you have to open the Port ranges "File and Printer Sharing" (TCP 139, TCP 445, UDP 137, UDP 138) and "WMI" (TCP/135) for remote installation. You can read more about this in the chapter "Preparing the target computer." If you're using a firewall from another manufacturer, consult the program's own Help site.

Licensing

Licensing gives you an overview of available and used licenses.

• To reach the licensing dialogue, in the menu under **Tools** click **Licensing**.

If all the licenses are being used, you will be able to add additional licenses.

Just contact our Sales Department:

sales@oo-software.com

| Licensing | | | | | | × |
|-----------|---------------------------------|------------------|--------------------|--------|--------|---------------|
| | Licensing the Products | | | | | |
| | Available Products: | O&O Defrag | | | | |
| | Available licenses | | | | | |
| | License Code | | Number | | | |
| | ASVINI-GIPERZ-FEPTURX-GRIPHT-BG | 3 80 71 1 | | | | |
| | ASTN-GT&2-RHZE-USHR-BO | iHil 1 | | | | |
| | ASTIM-OKBOXFEPTR90387680 | SHND E | interprise License | | | |
| | | | | | | |
| | -Details | e lu | | | | |
| | License Typ Workstation | tions | | | | |
| | | 100115 | | | | |
| | | | | | | Save |
| | | | | | Remove | Add |
| | License Overview | | | | | |
| | Туре | Numbe | er | In use | Av | ailable |
| | Client | 1 | | 0 | | 1 |
| | Server | Enterprise | e License | 0 | Enter | prise License |
| | | | | | | |
| | | | | | ОК | Help |
| | | | | | | |

Licensing

Computers in General

You can add the O&O Enterprise Management Console to any computer across a network. You will find the appropriate functions by right-clicking. When doing so, please observe the terms of your license. In the menu list under **Tools/Licensing** you'll be able to enter your license key. You could, for example, add up to 25 computers to the computer list if you have a 25-seat license.



Right-click: computer

More:

Finding a new computer

Add a new computer

Remove a computer or site

Import/Export Computer Lists

Add a new computer

Any computer in a network can be added to OOEMC.

- 1. To integrate a new computer in OOEMC, right-click **Computer** then **New Computer**. Enter either the computer name and the DNS name,
- 2. or just the computer name and click **Readout Computer Information**.

| General | | | |
|----------|------------------------|------------------------|------------------------------|
| 2 | Computer Information - | | |
| <u> </u> | Name: | Computer 1 | Readout Computer Information |
| | DNS Name: | Computer 1. Domain.net | |
| | Notes: | | |
| | | | |
| | | | |
| | Installation Package: | Install agent only | ▼ |
| | Operating System: | | |
| | Version: | | |
| | Type: | | |
| | | | |
| | | | Reset Status |
| | | | |
| | | | |
| | | | |

3. At that point, the DNS name will be automatically entered. Confirm your entries with **OK**. After that the computer will be added to the computer list.

Enter computer information

Finding a new computer

Any computer in a network can be added to OOEMC.

- 1. To integrate a new computer into OOEMC, right-click **Computer** then **Find Computer**.
- 2. A list of all the available computers will appear. Select the computer you wish to add and confirm your choice with **OK**.

Note: when you click **Readout Computer Information** OOEMC attempts to contact your domain controller and display the computer along with its organizational unit structure. While doing so, a connection will be made to the domain controller, and the DNS and full computer name will be read out.

Remove a computer or site

If you want to remove a computer or site from OOEMC, all the jobs you have on it, whether created locally on the target computer or using OOEMC, will be deleted.

- 1. Right-click **Computer** or the site, then click **Remove.**
- 2. In the deletion dialogue, you can specify which components should additionally be removed from the computer.

| Remove computer | X |
|--|----------|
| Doing this will remove the computer from the list. Please select the action that should a run. | also be |
| O Uninstall O&O DiskImage - Agents and also delete all jobs. | |
| Uninstall O&O DiskImage - Agents only. | |
| O&O DiskImage - Agents left on the computer. | |
| OK Can | cel |

Delete a computer, using O&O DiskImageas as an example

Import/Export Computer Lists

The lists of new computers you've created in OOEMC can be exported and saved for security purposes. The lists can always be imported back into the OOEMC when needed.

• Right-click **Computer**, then click **Import** or **Export Computer List** in the navigation overview.

Sites in General

Jobs can be executed on individual computers or on sites. You can define sites regardless of their domain structure and, for example, divide workstations and servers into two different sites. You can then allocate certain jobs to each site and avoid the danger of using settings for servers on workstations and vice versa.



Site: right-click

More:

Creating a Site

Adding a computer to a site

Removing a computer from a site

Search for a site

Import/Export Sites

Creating a Site

In the OOEMC you can add existing sites or create new ones. You can, of course, also change and delete them.

To create a new site, follow the steps below:

- 1. Right-click the folder **Sites** in the left navigation structure and select **New Site**.
- 2. Enter a symbolic name for the site in the dialogue
- 3. In addition, you can decide if the only the agent or the interface is supposed to be installed on all computers within the site. The option **individually** means that the settings, which have been set on the corresponding computer, will be adopted.
- 4. Confirm your selection with **OK**.
- 5. Select the site you just created and under **Computer** in the bottom window click **Add**.

| New Site | | |
|-----------|---|--|
| Site-ID C | ommon settings | |
| | Common settings The settings enabled here will be applied to all computers in this site. | |
| | Install agent only Install agent only Install Agent and user interfaces Individual | |
| | OK Cancel Apply Help | |

Settings for the new site

Adding a computer to a site

In order to add a computer to an existing site, please do the following:

- 1. Click **Sites** in the navigation view to the left. All the existing sites will then be displayed to the right in the program window.
- 2. Click the site where you want to add a computer.
- 3. Then click the tab **Computer** to the right in the middle of the program window.
- 4. Click **Add**. All the available computers will now be listed.
- 5. Select the desired computer.

Note: When a computer is added to a site, it automatically receives all jobs that have been allocated to this site. When a job is added to a site, all computers of this site will automatically receive this job.

| opy 🔏 Cu | t 🙀 Delete all sites |
|----------|-----------------------|
| | Site1 |
| | |
| | |
| | Jobs Computer Reports |
| | Name |
| | Computer 1 |
| | Computer2 |
| | |
| ĺ | |
| I | |

Add new computers

Removing a computer from a site

To remove a computer from a site, do the following:

- 1. Click **Sites** in the left-hand navigation view. All the existing sites will then be displayed in the upper right-hand program window.
- 2. Click the site from which you want to remove a computer.
- 3. Then click the tab **Computer** in the lower-right hand program window. All the computers in the site will now be listed. Select the desired computer and click Remove.
- 4. Then select the desired computer and click **Remove**.

Search for a site

If you want to add OOEMC to an existing site, you can have all the sites of your domain displayed by using the function Find Computers and Administration Units. You can then select particular sites and have them displayed in the folder Sites in OOEMC. The computers of the organisational units will be added to this site.

• This can be done by right-clicking the Sites folder and then selecting **Find Computers and Administration Units**.

Import/Export Sites

Lists of sites that you've created in OOEMC can be exported and saved for security purposes. The lists can always be imported back into the OOEMC when needed.

• To do this, right-click Sites and then click Import or Export Sites.

Copy site

If you want to use on or more sites for another module, then you can copy the existing sites with all the computers in them and paste then in a different folder.



Right-click: copy site

Jobs in General

The Job Assistant is responsible for running time-controlled functions of selected O&O programs. Please consult the relevant program's **Help** to create settings for a specific program.

| 🚿 O&O Enterprise Management Console - O&O Defrag - Jobs | | | | | |
|--|----------------|------------------------------|------------------|------------------|------------|
| File View Tools Module Help | | | | | |
| 🗄 🐻 New 👻 🦢 🎇 🚰 🧎 🥒 Change Job 🕼 Copy | | | | | |
| S&O Enterprise Management Console | ID Drive(| s) Name | Start Options | | Start Time |
| | 1 System | Drive Defrag | Weekly: Wednesda | ay and Friday | 08:00 |
| Jobs | 2 | Server Defrag | Automatically | | - |
| Job Calendar | | | | | |
| Reports Computer | | | | | |
| i competer | | | | | |
| B- O&O Defrag | | | | | |
| Job Calendar | | | | | |
| Reports | | | | | |
| Computer Sites | | | | | |
| | | | | | |
| | Status: | Ready | Refreshed by: | Screeny\admin | |
| | Start Options: | Weekly: Wednesday and Friday | Refreshed on: | 09.01.2009 14:47 | |
| | Start Time: | 08:00 | Local Job | | |
| | | | | | |
| | Computer Re | ports Site | | | |
| | Name | Status | | | |
| | Computer 1 | Created - not yet tran | sferred | | |
| | Computer2 | Created - not yet tran | sferred | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | E | dit Add | Remove |
| | | | | | |
| Service is running. Next Running: 09.01.2009 14:56:26 Jobs (1/2) | | | | | |

Job overview and allotted computer

More:

Create new job

Create schedule for a job

Assign job to computer

Assign job to computer site

Create a new job

A job specifies various parameters for using an O&O product across a network. Jobs can be allocated to particular computers, sites or drives. You can use the various settings in the Job Assistant to specify the frequency of a job or the computer on which the job should be run. These settings are designed identically for every O&O program. The differences can be seen in one of the dialogues in the Job Assistant for each particular program (e.g.," Image" in O&O DiskImage). You can read more about this in the online help of the respective O&O program.

| File | View | Tools | Module | Help | |
|------|--------|----------------|------------------|------|--|
| | ew 🖣 🗎 | 6 | F, | | |
| 1 | Job | Ctr | l+Shift+A | ole | |
| | Compu | ter Ctr | l+Shift+R | | |
| ١ | Site | Ctr | rl+Shift+E | | |
| _ | | Toda This \ | y Week | | |

Create a new job

• To create a job, right-click the **Jobs** folder in the navigation structure on the left to open the Job Assistant.

Under **Job-ID** you can specify the name of the job. This name will later be used for creating reports and will provide information about the action the job runs. The name has only symbolic value and can also be used for other jobs.

You can get more information about the Job Assistant and setting options by consulting **Help** in the respective program.

| Ne | ew Job | | | | | | | | | | | | | | | x |
|----|--------|----------------|---------------|--------------|-----------|------------|------------|---------|-------|---------|---------|---|------|---|------|---|
| | Job-ID | Schedule Gene | ral Drives | Tuning | Pre-Job | Post-Jo | b | | | | | | | | | |
| | | The job sta | rts once on F | reitag, 9. | Januar 2 | 2009 at 14 | 4:46. | | | | | | | | | |
| | | -Information - | | | | | | | | | | | | | | |
| | | Name: | Defrag | | | | | | | | | | | | | |
| | | | A name w | ill be autor | natically | created f | for the jo | ob. You | can d | hange i | t here. | | | | | |
| | | Notes: | | | | | | | | | | | | | * | |
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| | | 🔽 Job ena | abled | | | | | | | | | | | | | |
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| | | | | | | | C | Ж | | Cance | ! | A | pply | | Help | |
| | _ | | | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | _ | |

Create new job

Create a schedule for a job

Under **Schedule** in the Job Assistant, you can specify if the job should be run only once or repeatedly (e.g., once a week).

| New Job | | | x |
|----------|-------------------|--|---|
| Job-ID S | chedule General I | Drives Tuning Pre-Job Post-Job | |
| | The job starts ev | ery Wednesday and Friday at 08:00. | |
| | Run: | Weekly | |
| | Run Weekly | | |
| E | Weekday: | Monday Tuesday Vednesday Thursday Friday | |
| | Shark an and | Saturday Sunday | |
| | Start event: | At a specified time | |
| | Time: | 08:00 | |
| | Start date: | 12.01.2009 | |
| | Finish date: | 09.01.2009 | |
| | | | |
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| | | | |
| | | | |
| | | | |
| | | OK Cancel Apply Help | |

Create schedule for job

Specific feature related to creating jobs with O&O DiskImage

When creating jobs across a network using O&O DiskImage, you'll have to manually enter the storage path for the image file in the Job Assistant under **Image**. f you don't enter any information, the image file will be stored locally on the system partition, usually under C:\Windows\System32.

Assign a job to a computer

Note: before you assign a job to a computer, you can perform a <u>remote installation check</u>. The check provides information about whether the remote installation needed for running a job is possible, or what can be preventing it. This function can be found by right-clicking the relevant computer.

Once you've created a job, you can select the computer on which the job should be run.

- 1. Click **Computer** in navigation structure on the left.
- 2. Select the computer for which you want to assign a job from the computer list on the right. Using the Ctrl key will let you choose more than one computer.
- 3. In the tab **Jobs** below, you can assign a job to the selected computers by clicking **Add**. Make sure that the activation check is placed after each corresponding selection.

The job will now be run on the selected computers.

| Name | Version | Next action | Time |
|--------------|---------|--|---------------------|
| Computer 1 | | Add Job | 09.01.2009 14:56:26 |
| Computer2 | | Add Job | 09.01.2009 14:56:26 |
| Server | | Synchronize | 09.01.2009 14:56:26 |
| | | | |
| | | | |
| Last action: | | Result: | |
| Last action: | | Result: | |
| Last action: | | Result: | |
| Last action: | : | Result: Status Created - not yet transferr | ed |
| Last action: | | Result: Status Created - not yet transferm | ed |

Assign a job to a computer

Assign a job to a site

Once you've created a job, you can select the site on which the job should be run. You will not have to select every individual computer in the site.

- 1. Click **Sites** in the navigation structure on the left.
- 2. In the list of sites you can click the site for which you want to assign a job.

- 3. In the **Jobs** field below, you can assign a job to the selected site by clicking **Add**. Make sure that the activation check is placed behind the corresponding job.
- 4. Select the job you want to assign and click **OK**. The job will now be run on the selected site.

Change Job

You can change already existing jobs at any time. The changes will then be automatically applied to any computer that was assigned that particular job.

Note: If the target computer is turned off when the change is made, the running of the changed job can be delayed. A longer interval setting can also result in delays.

More:

Change job settings

Deactivate activate job

Delete job

Change job settings

Right-clicking the job in the job list will let you **change a job**. Enter the changes in the Job Assistant and confirm your entries.

Enable/Disable Job

If you're not running a job at the moment but don't wish to delete it, you can disable it under **Job-ID** in the Job Assistant. From that point on, it will not be run until it is enabled once again.

Delete Job

Right-clicking on a job in the job list will allow you to remove it . If the job is running, it will be automatically aborted.

OOEMC – Options

Under Tools/Options in the menu bar, you can change your settings for working across a network with OOEMC.

More:

Logon to the database

Delete database

Transmission status of actions

Remote installation check

Remote control

User management

SSL encryption

Email notification on events

Update installation of modules

Manage licenses

Maintenance and repair

Login to the Database

In order to work with OOEMC across a network, you'll have to login to the database.

To do so, in the menu under **Tools/Options** click **Database**.

Server Name:

Name of the server on which the SQL database is installed.

Login to Server:

Windows Authentication: user and password of the Windows user will be needed.

SQL Server Authentication:

User data and password that you supplied will be used.

| Options | | X | J |
|----------|--|---|---|
| Database | Control Service O& | O Gateway Agent Notification Log file Reports | |
| | Database | | |
| | Server Name: | (local)\SQLEXPRESS Refresh | |
| | | | |
| | Login to Server | No. 1 | |
| | SQL Server Authentic | rentication | |
| | User name: | | |
| | Password: | | |
| | | Test connection | |
| | | | |
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| | | OK Cancel Apply Help | |
| | | | |

Login to the Database

Deleting the database

If you want to delete the used database, then click on menu under **Maintenance / Repairs** under the **Tools** menu and then click **Delete database**. The Database Wizard will appear at the next start of O&O Enterprise Management Console and using it, you'll be able to create a new database without a problem.

Performance Interval

The interval controller sees to it that the OOEMC Control Service tries to pass on jobs to target computers automatically and at regular intervals. If a computer is not in operation at the time a job needs to be run or during a remote installation, because, for example, it's simply turned off, this will be noted in a report and the request will be repeated at certain intervals.

• To customize the performance interval of the OOEMC Control Service, under **Tools/Options** click **Control Serv**ice. You can then use the dialogue to set the intervals at which the Service should contact the target computer.

Synchronisation interval

The synchronisation interval indicates in what time interval the control service retrieves reports and local tasks of individual the computers.

• You can adapt the synchronisation interval under Extras/Options/Control service/Service options.

Intelligent synchronisation

The option intelligent synchronisation adapts the synchronisation interval automatically to the number of clients in the network. The contact frequency of computers influences the number of automatic synchronisation. The more contact there is, the less it will be synchronized. This occurs to minimize data transfer volume.

Constant synchronisation

If you wish for a regular synchronisation, then you can set a permanent time interval under Constant synchronisation.

| Options | X |
|----------|--|
| Database | Control Service O&O Gateway Agent Notification Log file O&O DiskImage O&O Defrag |
| | Service Option |
| | The frequency of enabling the Service indicates the intervals at which the Control Service distributes jobs to computers. The Interval Control specifies at which intervals attempts should be repeated after a failed connection. |
| | Distribute jobs every: 15 Minutes Interval Control |
| | The synchronization interval indicates at which intervals the Control Service will receive reports and local jobs from the individual computers. |
| | Intelligent Synchronization Constant Synchronization all: 60 Minutes |
| | |
| | Enable Remote Installation |
| | Please enter the user name and password under which remote installation should be run. The account must have administrator permissions on the target computer. |
| | User name: |
| | Password: |
| | Confirm password: |
| | SSL Encryption |
| | Using this option will let you encrypt communication between the service and your computers. |
| | Use SSL Encryption |
| | |
| | OK Cancel Apply Help |

Service option

Transmission status of activities

The list "transmission status" in the dialogue, shows which action of the OOEMC- Control Service is executed next. The OOEMC-Control Service is responsible for the synchronisation of reports, the transmission of jobs and the remote installation. If the transmission is faulty, then it will be retried every 15 minutes until successful. Actions e.g. jobs and new computers, can be created or modified on the user interface of the OOEMC in the corresponding module directories.

• Click under Extras in the Menu Bar on Transmission status.

Manual Service activation

You can start the transmission of an activity of the control service immediately, instead of waiting for the next interval in 15 min.

• Select the desired activity and click on Assign job now.

| Module | Joh Type | Computer | lob | |
|-------------------|---------------------------|--------------------------|--------------------------|----------------------------|
| 080 Defrag | Add Job | Computer 1 | Defrag | |
| 0&0 Defrag | Add Job | Computer2 | Defrag | |
| 0&O Defrag | Synchronize | Computer 1 | | |
| 0&O Defrag | Synchronize | Computer2 | | |
| 0&O Defrag | Synchronize | Server | | |
| 0&O Defrag | Access system information | Computer 1 | | |
| 0&O Defrag | Access system information | Computer2 | | |
| 0&O Defrag | Access system information | Server | | |
| inual service act | tivation | vice immediately, instea | d of waiting for the cur | rent intervall 15 Minutes. |

Transmission status

Remote installation check

Before assigning a job to a computer, you can check if all the communication settings with the OOEMC are correct.

• For doing this, right-click a computer in the computer list , or click **Remote Installation Check** in the list of actions.

If the check shows that remote installation is not possible, you can have the **Details** displayed under **Information**. Click **Help** to receive a suggestion for solving the problem.

| It's now being checked whether a co | mputer is suitable fo | or remote installation | |
|-------------------------------------|-----------------------|------------------------|------|
| Please wait | Result | Information | Help |
| 🔓 Check Gateway Agent Port 50400 | successful! | | |
| 🐊 Check WMI functionality | successful! | | |
| Check required permissions | successful! | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | ОК |
| | | | |

Remote Installation Check

Remote control

Note: this function is only available in O&O Defrag!

Note: for this function you have to make sure that Port **50300** is open in the Windows-Firewall of the target computer. Otherwise it is not possible to exchange O&O Defrag relevant data between computers. If you are not using a Firewall by Microsoft, then you will find more information in the corresponding program help.

You can control O&O Defrag on a network server using the user interface over a remote control connection.

For that O&O Defrag has to be already installed on the target computer. The installation can be performed manually or occurs automatically, when you add the computer to the O&O-Defrag computer list. The message on the success of the remote installation can be read in the corresponding report.

- To activate the remote operation, you have to select the computer that you want to connect to from the list.
- Please click on the taskbar or right-click on the corresponding computer in the list on **Computer Control**. Afterwards, you can execute jobs or modify settings from the interface of O&O Defrag.

| le Help | | | |
|-------------------------|--------------------------------|---------------|-------------|
| 🥬 Change Computer 🏾 🗊 C | heck remote installation 🔍 Cor | nputerControl | |
| ment Console | Name | Version | Next action |
| | Computer 1 | | Add Job |
| | Computer2 | | Add Job |
| | Server | | Synchronize |

Taskbar: remote control

User Management

In User Management you can specify which users have access to the database.

In the menu under Tools/Options/Database you can access User Management.

SSL Encryption

The SSL encryption guarantees that data will not be able to be read or manipulated during its transfer from computer to service.

You can enable SSL encryption in the menu under Tools/Options /Control Service.

Note: if you use an SSL encryption, Port 50401 must also be opened on the target computer. If you're using a firewall from another manufacturer, check with the respective program's Help.

E-mail Notification of events

You can create a setting to keep you informed of events by E-mail. Contacts can also be created for those who should be contacted for particular events.

You can also define rules such as, if an agent is unable to allocate a job, contacts A and B should be informed. The service will thereby send an E-mail to the respective contacts.

You can access the settings for the program's behavior regarding errors, events or warnings in the menu under **Tools/Options/Notification**.

| Options | | | x |
|----------|-------------------|---|----|
| Database | Control Service C | D&O Gateway Agent Notification Log file Reports | |
| | SMTP Server | | _ |
| | Server: | smtp.mailserver.com Port: 25 | |
| | Login: | JSmith | |
| | Password: | ******* | |
| | Use SSL | | |
| | | Test Email Manage contacts Manage rules Email | |
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| | | OK Cancel Apply He | lp |
| | | | |



Refresh installation of the module

If you're having problems with individual modules or are running a software update, you can take the installation file out of the installation folder and restore it to the database.

- 1. Under **Module** select **Module options** from the items in the menu.
- 2. Select the module (e.g., O&O Defrag) you want to refresh and then click **Select and add installation file**.
- 3. Then select the equivalent *.msi file in the dialogue. The old *.msi will then be replaced.

| odule - Opt | tions | | | | × | | |
|-------------|--|-----------------|---------|----------------------------------|------|--|--|
| O&O DiskI | Image O&O Defrag O&O DiskStat | | | | | | |
| | Agent - Installation Files | | | | | | |
| | Description | Filename | Version | Language | | | |
| | Server Installation for x32 | oodi_32_SRV.msi | 3.5.26 | German | | | |
| | Server Installation for x64 | oodi_64_SRV.msi | 3.5.26 | German | | | |
| | Workstation Installation for x32 | oodi_32_WKS.msi | 3.5.26 | German | | | |
| | Workstation Installation for x64 | oodi_64_WKS.msi | 3.5.26 | German | | | |
| | | | | Select and add installation file | | | |
| | you'll need to enter the user name and password for the respective drive. This data will be encrypted and saved in the database. | | | | | | |
| | UNC Path | User Name | | | | | |
| | Change key for password | encryption | | Add Delet | te | | |
| | | (| OK | Cancel Apply | Help | | |

Overview: Installations

Maintenance and repair

If you're using Microsoft SQL Server Express and exceed the database size of 3,5 GB, you will receive warnings from OOEMC. Should this happen, please contact our technical support:

support@oo-software.com

Delete database

• To delete the used database, click on the menu bar under **Extras** on **Maintenance and Repair** and then on **Delete database**. The Create Database Wizard will show up on the next start of O&O Enterprise Management Console and you will be able to create a database without a problem.

Clean up database

You can remove old data from the database to make more room in your database, and to reduce the file size. Deletes entries will be removed, as a result, the data volume is reduced.

• To clean up your database, click on the menu bar under **Extras** on **Maintenance and repair** and then on **Clean up database**.

Reports

A report will be created for every action performed by OOEMC and the clients. This will be filed in the SQL database and can be accessed as an HTML document.

You can find all the created reports in their respective module directory in OOEMC, filed according to date. In the report, you'll find all the information about the running of an installation or job, for example, status, computer name, action, and date.

• To see the report, click the one you wish on the list. It will then appear in the program window.



View of a Status Report

Frequently Asked Questions

1. It's noted in a report that a computer has not been contacted.

There are a number of reasons why the OOEMC Control Agent for allocating a job or remote installation reports that a computer is not available:

- 1. Target computer is turned off.
- 2. You don't have the required administrator permissions on the target computer.
- 3. A firewall on the target computer is blocking access. Open Port 50400 in the Windows Firewall for job allocation. The Ports for "File and Print Sharing" (TCP 139, TCP 445, UDP 137, UDP 138) and the WMI (TCP/135) must be opened for remote installation. See also chapter "Firewalls".

If you're using a firewall from another manufacturer than Microsoft, consult Help in the respective program to learn more.

2. I can't add a computer to the computer list.

If you're unable to add a computer to the selection, please check the terms of your license. You have possibly reached the maximum number of "clients" available to you. If this is the case, you should either purchase additional licenses or replace some of the computers that you possibly no longer need to manage in the list.

• Under **Tools/Licensing**, you have an overview of all licenses, both available and already in use.

3. How can I create a job for a site?

Example: Create a job for site using O&O DiskImage.

- 1. Select a site in the tree structure on the left side of the window. In the window above on the right you can see the folder **Sites**.
- 2. Select the site you want and click **New/Job** in the **File** menu.
- 3. If the job you want to run is not among the selection, you'll have to create a new one in the file menu under **New**.

4. How can I remove a job?

When you no longer need a job, you can remove it by right-clicking the job and then clicking **Remove**. The job will then no longer be run on any computer.

5. How can I disable a job?

If you don't want a job to be run any more but don't wish to delete it, use the Job Assistant (under **Job-ID**)to remove the check mark next to **Job enabled**. The job will no longer be run but can be enabled again at any time.

6. How can I see a report?

In every module folder you can find all the reports listed according to date. In the reports themselves you can find information such as status, computer name, action, and date. To view the report, double-click on it in the list. It will displayed in a separate program window.

7.No computer in the network is found during the computer search.

If no computer appears under Find Computer, you might not be registered in the domain or possess the required permissions for reading any domain information. It is also possible that the Public Domain Controller (PDC) is not active.

Support and Contact

To receive more information about OOEMC, please visit our website, <u>www.oo-software.com</u>, and get the latest information about product developments and support. Also included on our website are regularly updated FAQs and Knowledge Bases that address the most common problems and questions regarding our products.

All registered customers receive installation and product support, free of charge, for the first 90 days after registration. When contacting our Support Team, please do not forget to have your registration code available.

In addition, it may be helpful to read the Frequently Asked Questions (FAQ) section of our website before contacting our Support Team. It is always possible that your specificproblem may have already been addressed.

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Authorized Resellers

Our authorized reseller partners in over 30 countries stand ready to assist you with answers to all questions regarding the licensing and purchase of our software products. Their names and addresses may be found on our website, under the heading "Partner – Find Resellers". We would also be more than happy to assist you in finding the partner closest to you.

End user license agreement 2.1 (EULA)

O&O Software GmbH

General and Specialized Section

General Section

IMPORTANT - PLEASE READ CAREFULLY

This End User License Agreement (EULA) is organized into 2 sections: a general part, which is valid for all O&O products, and a specialized part, which includes the particular terms of each corresponding product. By accepting both parts of the license terms they automatically form part of your contract with O&O Software, Am Borsigturm 48, 13507 Berlin. If you have any questions regarding this contract and the license terms, our Service Team is available to help you under info@oo-software.com.

The software product is protected by copyright laws and international copyright contracts as well as other laws and agreements concerning intellectual property.

1.Object and form of delivery

(1) You receive the software covered by the contract in executable form (Binary code) together with the relevant documentation released by O&O according to Section (6).

(2) The software provides the range of functions described in the given documentation. The documentation regarding functionality may be consulted prior to concluding the contract in the internet presentation on the following site http://www.oo-software.com/.

(3) Delivery will be made according to the way in which you have purchased the software, either by having a disk directly handed over or sent by mail to an address you have supplied or through the forwarding of license as well as any required download information to a given E-mail address.

(4) If you are currently receiving updates as part of a maintenance agreement, these will continue to be supplied in the same way as the initial software delivery, i.e., for a disk sent by mail, a disk containing the update will be sent to the given address: for electronically delivered keys, a key for downloading updates will be sent to the given E-mail address.

(5) Changes to the delivery or E-mail address can only be taken into consideration when they are supplied in writing or by E-mail to the address or E-mail address indicated on http://www.oo-software.com at least two weeks before delivery of the update.

(6) A printed copy of the documentation will not be included in delivery. The documentation consists primarily of electronic aids.

2. Requirements for application (system requirements)

(1) Installation of the software is not part of the agreement.

(2) Depending on the software, there are certain system requirements that must be met in order to use the software according to the terms of this contract. These will be defined according to each product in the specialized section of this contract.

3. Rights of use, including test versions, unauthorized transfer, and application

(1) O&O grants you, upon payment of the agreed one-time fee, a permanent, spatially unlimited and non-exclusive right to use the software.

(2) Test versions – if you have installed a test version of one of our products taken from the O&O Website http://www.oo-software.com/, the right of use will be, according to the program, for a limited time only and/or technically restricted.

(3) One copy of the software is entitled to be used on a maximum of one (1) output device/workstation simultaneously.

(4) If you want to use the software on more than one output device/workstation, the rights of use must be extended accordingly. To find out which O&O products are also available as volume licenses, please consult (http://www.oo-software.com/). The separate price list concerning O&O Volume Licenses will apply to extending the rights of use without redelivery. A subsequent extension of the rights of use without redelivery does not result in further warranty.

(5) Any use beyond that agreed upon in the contract is one in violation of the contract. In such a case, you are required to report this use that exceeds the rights of use to the supplier without any delay. The parties will then try to bring about an agreement for extending the rights of use. For the duration of the excessive usage, i.e., until the conclusion of such an agreement or the cessation of the excessive usage, you are required to pay compensation for this excessive usage according to the amount indicated in our price lists. The amount of compensation will be calculated on the basis of a four year, straight-line depreciation. If we are not informed of the excessive usage, a contract penalty in the amount three times the price of the usage indicated in the price list will be due O&O.

(6) You are entitled to create a backup copy of the software and to conduct ordinary data backups. The creation of more copies than the amount needed for the backing up of any future usage (including the backup copies and data backups) is not allowed.

(7) Copyrights and other trademarks within the software may not be altered or removed. They must be transferred onto every copy of the software.

(8) Unauthorized transfer – only when you have purchased the software with an accompanying disk are you permitted to transfer it and then, only under the following conditions: a resale of the software is only permitted when it involves an entire software copy, i.e., by surrendering your own usage of the purchased copy, you are entitled to transfer these rights of use of the disk onto a third party according to the terms of the agreement existing between you and O&O. When making such a transfer, you are required to hand over to the third party all materials related to the software that are covered in the contract and to delete the software from any storage volumes (e.g., hard disks) remaining in your possession.

(9) Unauthorized rental and service – The purchase of this contract does not entitle you to any public transfer or rental of the software. You are also not entitled to include the software as part of your providing services for and in the presence of any third parties. You may purchase an appropriate license from O&O for doing this.

4.Payment

(1) The prices are given with the corresponding sales taxes included, unless otherwise indicated.

(2) Test versions – Downloads of test versions offered by O&O are provided free of charge, unless otherwise indicated.

(3) If you receive updates of your programs as part of a Maintenance Agreement, the terms of payment in these contracts will apply to these Maintenance Agreements.

(4) O&O is entitled to forward any data it has received onto third parties requiring it for purposes of collection.

(5) Until payment is made in full, O&O retains possession of all rights, particularly those concerning copyrighted rights of use, on the materials included in this contract. O&O is specifically entitled to cancel a contract, for example, when your payment is delayed, it prohibits the further using of the software and demands the surrendering of all copies or this being impossible, to demand their deletion. Should a third party have access to the object of purchase before payment is completed for the contractual software, you are required to inform this third party about the object being the property of O&O and to inform O&O, in writing, about the third party's access.

5.Material defect and defect of title

(1) The software package or download you receive is free of any material defect or defect of title.

(2) A material defect exists when the software is unable to be used as described in the documentation appearing on the website and included in delivery or available for downloading.

O&O is constantly checking to make sure that other sources are not misrepresenting the functions and properties of the software as described in the documentation. You can therefore assume that any descriptions beyond those found in the software documentation have not originated with O&O and are also unknown to it. Please inform O& O if you learn of any software descriptions that include functions and properties not mentioned in the documentation.

(3) Please inform O&O if you learn of any software descriptions that include functions and properties not mentioned in the documentation.

(4) Any claims concerning defects of material and/or title related to the software have a limitation period of two years subsequent to delivery of the program or transmission of the serial number needed for downloading. If you are not a private individual, the warranty period is shortened to one year.

If O&O has fraudulently concealed a material defect, a three year limitation period will cover claims related to this defect.

Payment for compensation that you might have been entitled to as a result of cancellation or an abatement can be refused upon expiration of the limitation period.

(5) You are required to inform O&O, in writing if possible, of any defects that arise immediately upon their discovery. While doing so you should also describe, as well as possible, how the defect is communicated, the effect it has on the program, and under which circumstances it occurs.

(6) Should defects be reported to O&O within the limitation period, it will undertake a cure free of charge.

(7) As part of the cure, the corrected software will be redelivered as agreed. An on-site analysis and correction of the error on your system will not take place.

O&O assumes the ensuing expenses for the cure, in particular the costs for transport, labor, and material. You are personally responsible for installation. O&O specifically does not assume on-site installation as part of its obligation with regard to defects of material or title.

Should a change of the program be required as part of the cure, O&O will make the necessary changes in the documentation without any charges.

(8) After the unsuccessful expiration of a deadline you set for cure, you can cancel the contract or reduce the purchase price and demand compensation instead of service or the replacement of any futile expenditures.

(9) A deadline is not required when

a) O&O refuses both kinds of cure, even if it is entitled to do so as a result of the arising expenses or

b) the cure is impossible or

c) the cure is unacceptable to you or

d) the cure is unsuccessful.

A subsequent improvement is considered a failure after the second unsuccessful attempt unless there is something particular about the type of software or the defect itself or the surrounding circumstances that would indicate otherwise.

(10) You are not entitled to cancel the contract if the defect is negligible, nor may you, in this event, demand compensation instead of full service.

(11) In the event of cancellation, compensation is due for any uses made. The compensation for use will be based on a four year, straight-line depreciation of the purchase price.

(12) As a result of the abatement, the purchase price will be reduced by the amount which is calculated for deducting the defect from the value of the software. The standard used will be its value at the time the contract was concluded. The amount, when necessary, is to be calculated by estimation. As a result of this reduction, any amount larger than that paid for the reduced purchase price will be refunded.

(13) If it turns out that a reported problem did not arise as a result of a defect in the software, O&O is entitled to invoice you, according to the amount charged in its price lists for such services, the expenses for analysis and correction of the problem if you can be accused of malice or gross negligence.

(14) The seller's warranty is cancelled when changes are made on the software without expressed written consent or when the software is not used as intended or used in an improper software environment, unless you can prove that these facts had nothing to do with the problems that occurred.

6.Limitation of compensation

(1) O&O is liable for compensation for every legal ground to the extent described in the following provisions.

(2) The extent of liability of O&O for damages caused by malice or gross negligence arising from O&O itself or one of its vicarious or legal agents is unlimited.

(3) There is no limit to the extent of liability of O&O or any of its legal or vicarious agents for damages involving injury to life, physical well-being or health, or for simple breach of duty.

(4) There is unlimited liability for damages caused by serious organizational fault on the part of O&O as well as for damages arising from a missing guaranteed characteristic.

(5) For the breach of an essential contractual duty, O&O is liable for damages normally foreseen in a contract when none of the instances in provisions (2) - (4) applies.

(6) Any further liability for compensation is excluded, specifically excluded is liability without fault.

(7) Liability as defined by the product liability law remains untouched.

(8) If damage can be traced to have arisen through a fault on the part of O&O as well as on the part of yourself, you must have your share of the fault evaluated.

You are responsible for making a standard backup of your data at least once a day. For data loss caused by O&O, O&O is only liable for the expense of duplicating the data on your backup copies that need to be created and for the restoration of data which would have also been lost during a standard backup procedure.

7.Final provisions

(1) You may only balance claims from O&O with indisputable or legally valid claims.

(2) Changes and amendments to this contract must be made in writing. This also applies to changes to this provision.

(3) The contract is subject to German law. The uniform UN purchasing law (CISG) as well as the UNIDROIT Factoring Agreement of Ottawa do not apply.

(4) Any general terms and conditions on your part will not be applied.

In the event you are not a private individual or a resident of the Federal Republic of Germany, we agree that the district court in Berlin will be the competent court for litigation arising from this contract.

8. Contact

If you have any questions concerning the O&O Software License Agreement or wish to speak with O&O, please get in touch with us.

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Special section

O&O BlueCon

Important note on the Windows PE Start CD

The Microsoft® Windows™ Preinstallation Environment contained in this hardware or this software may only be used for starting, diagnosing, setup, restoration, installation, configuration, testing or disaster recovery.

NOTE: THIS SOFTWARE CONTAINS A SECURITY FEATURE THAT WILL CAUSE END USER'S SYSTEM TO REBOOT WITHOUT PRIOR NOTIFICATION TO THE END USER AFTER 72 HOURS OF CONTINUOUS USE.

Amendment to: 2. Requirements for application (system requirements)

The software requires the Windows 2000 (all Editions), Windows Server 2003 (all Editions), Windows XP (all Editions), Windows Vista (all Editions) or Windows Server 2008 (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems.

The product at hand can only be employed according to the acquired license. The following license types exist for O&O BlueCon:

O&O BlueCon Admin Edition

You are authorized to install and use the software product on all computers a) in the possession of the company (legal person or natural person(s) in the case of corporations) owning the license and b) all located at a single site. This license is bound to a single natural person and is non-transferable.

O&O BlueCon Tech Edition

You are authorized to install and use the software product on all computers. This includes computers that do not belong to the company owning the license (also known as Service Technician's License). This license is bound to a single natural person and is non-transferable.

O&O CleverCache

Amendment to: 2. Requirements for application (system requirements)

O&O CleverCache Professional Edition

The software requires the Windows 2000 Professional or Windows XP (all Editions) or Windows Vista (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems.

O&O CleverCache Server Edition

The software requires the Windows 2000 (all Editions), Windows Server 2003 (all Editions), Windows XP (all Editions), Windows Vista (all Editions) or Windows Server 2008 (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems.

O&O Defrag

Amendment to: 2. Requirements for application (system requirements)

O&O Defrag Professional Edition

The software requires the Windows 2000 Professional or Windows XP (all Editions) or Windows Vista (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems. Control of the program through a network management is not possible.

O&O Defrag Workstation Edition

The software requires the operating systems Windows 2000 (all editions), Windows Server 2003 (all editions), Windows XP (all editions), Windows Vista (all editions), or Windows Server 2008 (all editions). Usage within the terms of this contract is not achieved without the application of these operating systems. The O&O Defrag Workstation Edition may be used on computers with or without the user interface. You are entitled to control this program over the separately obtainable network manager.

O&O Defrag Server Edition

The software requires the Windows 2000 (all Editions), Windows Server 2003 (all Editions), Windows XP (all Editions), Windows Vista (all Editions) or Windows Server 2008 (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems. The O&O Defrag Server Edition may be used on computers with or without the user interface. You are entitled to control this program over the separately obtainable network manager.

O&O DiskImage

Important note on the Windows PE Start CD

This note is only valid for the O&O DiskImage Professional and the Server Edition Start CD. The Microsoft® Windows[™] Preinstallation Environment (Windows PE) is not a part of O&O DiskImage Express and the Workstation Edition!

The Microsoft® Windows™ Preinstallation Environment contained in this hardware or this software may only be used for starting, diagnosing, setup, restoration, installation, configuration, testing or disaster recovery.

NOTE: THIS SOFTWARE CONTAINS A SECURITY FEATURE THAT WILL CAUSE END USER'S SYSTEM TO REBOOT WITHOUT PRIOR NOTIFICATION TO THE END USER AFTER 72 HOURS OF CONTINUOUS USE.

Amendment to: 2. Requirements for application (system requirements)

O&O DiskImage Express Edition

The software requires the Windows 2000 Professional or Windows XP (all Editions) or Windows Vista (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems. Control of the program through a network management is not possible.

O&O DiskImage Professional Edition and Special Edition

The software requires the Windows 2000 Professional or Windows XP (all Editions) or Windows Vista (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems. Control of the program through a network management is not possible.

O&O DiskImage Workstation Edition

The software requires the operating systems Windows 2000 (all editions), Windows Server 2003 (all editions), Windows XP (all editions), Windows Vista (all editions), or Windows Server 2008 (all editions). Usage within the terms of this contract is not achieved without the application of these operating systems. The O&O DiskImage Workstation Edition may be used on computers with or without the user interface. You are entitled to control this program over the separately obtainable network manager.

O&O DiskImage Server Edition

The software requires the Windows 2000 (all Editions), Windows Server 2003 (all Editions), Windows XP (all Editions), Windows Vista (all Editions) or Windows Server 2008 (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems. The O&O DiskImage Server Edition may be used on computers with or without the user interface. You are entitled to control this program over the separately obtainable network manager.

Amendment to: 3. Rights of use, including test versions, unauthorized transfer, and application

Creation and restoration of images

The source computer and each target computer are required to hold licenses, to create and restore images using O&O DiskImage. One license is sufficient under the previously mentioned terms, if the source and the target computer is one non-virtual workstation. Each virtual machine is seen as an independent computer; in other words, each virtual machine needs its own license.

O&O DiskRecovery

Amendment to: 2. Requirements for application (system requirements)

The software requires the Windows 2000 (all Editions), Windows Server 2003 (all Editions), Windows XP (all Editions), Windows Vista (all Editions) or Windows Server 2008 (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems.

The product at hand can only be employed according to the acquired license. The following license types exist for O&O DiskRecovery:

O&O DiskRecovery Personal Edition

You are authorized to install and use the software product on only one computer. Other limitations may apply in the software itself. Please consult the software documentation for more information on these limitations.

O&O DiskRecovery Admin Edition

You are authorized to install and use the software product on all computers

a) in the possession of the company (legal person or natural person(s) in the case of corporations) owning the license and b) all located at a single site. This license is bound to a single natural person and is non-transferable.

O&O DiskRecovery Tech Edition

You are authorized to install and use the software product on all computers. This includes computers that do not belong to the company owning the license (also known as Service Technician's License). This license is bound to a single natural person and is non-transferable.

O&O DiskStat

Amendment to: 2. Requirements for application (system requirements)

O&O DiskStat Professional Edition

The software requires the Windows 2000 Professional or Windows XP (all Editions) or Windows Vista (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems.

O&O DiskStat Workstation Edition

The software requires the operating systems Windows 2000 (all editions), Windows Server 2003 (all editions), Windows XP (all editions), Windows Vista (all editions), or Windows Server 2008 (all editions). Usage within the terms of this contract is not achieved without the application of these operating systems. The O&O DiskStat Workstation Edition may be used on computers with or without the user interface. You are entitled to control this program over the separately obtainable network manager.

O&O DiskStat Server Edition

The software requires the Windows 2000 (all Editions), Windows Server 2003 (all Editions), Windows XP (all Editions), Windows Vista (all Editions) or Windows Server 2008 (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems.

O&O DriveLED

Amendment to: 2. Requirements for application (system requirements)

The software requires the operating systems Windows 2000 (all editions), Windows Server 2003 (all editions), Windows XP (all editions).Usage within the terms of this contract is not achieved without the application of these operating systems.

O&O Enterprise Management Console

Important note on the Microsoft SQL Server

This product uses the Microsoft SQL Server or Microsoft SQL Server Express Edition. To the extent that these programs are part of the installation of this product, the terms of their licensing related to the use of this software will also apply to the terms of this agreement.

The use of Microsoft SQL Server Express Edition is free of charge in conjunction with this product. The purchase of licenses for O&O Enterprise Management Console and related products is separate from any possible purchase of SQL Server products.

Amendment to: 2. Requirements for application (system requirements)

The software requires the Windows 2000 (all Editions), Windows Server 2003 (all Editions), Windows XP (all Editions), Windows Vista (all Editions) or Windows Server 2008 (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems.

O&O FormatRecovery

Amendment to: 2. Requirements for application (system requirements)

The software requires the Windows 2000 (all Editions), Windows Server 2003 (all Editions), Windows XP (all Editions), Windows Vista (all Editions) or Windows Server 2008 (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems.

The product at hand can only be employed according to the acquired license. The following license types exist for O&O

FormatRecovery:

O&O FormatRecovery Personal Edition

You are authorized to install and use the software product on only one computer. Other limitations may apply in the software itself. Please consult the software documentation for more information on these limitations.

O&O FormatRecovery Admin Edition

You are authorized to install and use the software product on all computers a) in the possession of the company (legal person or natural person(s) in the case of corporations) owning the license and b) all located at a single site. This license is bound to a single natural person and is non-transferable.

O&O FormatRecovery Tech Edition

You are authorized to install and use the software product on all computers. This includes computers that do not belong to the company owning the license (also known as Service Technician's License). This license is bound to a single natural person and is non-transferable.

O&O MediaRecovery

Amendment to: 2. Requirements for application (system requirements)

The software requires the Windows 2000 (all Editions), Windows Server 2003 (all Editions), Windows XP (all Editions), Windows Vista (all Editions) or Windows Server 2008 (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems.

O&O PartitionManager

Important note on the Windows PE Start CD

The Microsoft® Windows™ Preinstallation Environment contained in this hardware or this software may only be used for starting, diagnosing, setup, restoration, installation, configuration, testing or disaster recovery.

NOTE: THIS SOFTWARE CONTAINS A SECURITY FEATURE THAT WILL CAUSE END USER'S SYSTEM TO REBOOT WITHOUT PRIOR NOTIFICATION TO THE END USER AFTER 72 HOURS OF CONTINUOUS USE.

Amendment to: 2. Requirements for application (system requirements)

O&O PartitionManager Professional Edition

The software requires the operating systems Windows 2000 (all editions), Windows Server 2003 (all editions), Windows XP (all editions), Windows Vista (all editions), or Windows Server 2008 (all editions). Usage within the terms of this contract is not achieved without the application of these operating systems.

O&O RegEditor

Important note for working with the Microsoft Windows Registry

Before making changes to the Microsoft Windows Registry (in the following Registry), you should prepare a backup copy of the Registry and ensure that you'll be able to restore the Registry if a problem should arise.

O&O formally declares that it is not responsible for damages arising from the improper use of O&O RegEdit. Changes to the Registry should only be made by experienced users who are aware of the consequences of such changes. A defective Registry can influence the entire stability of the system and lead to a crash of the computer or make it unable to start. This can further lead to loss of data.

Amendment to: 2. Requirements for application (system requirements)

The software requires the Windows 2000 (all Editions), Windows Server 2003 (all Editions), Windows XP (all Editions), Windows Vista (all Editions) or Windows Server 2008 (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems.

Amendment to: 4. Payment

O&O demands no fee for the use of this license. In addition, a fee for this license and this program may not be demanded by any Third Parties, unless this is done with the expressed approval of O&O. When in doubt, please get in touch with us.

O&O RescueBox

Important note on the Windows PE Start CD

The Microsoft® Windows™ Preinstallation Environment contained in this hardware or this software may only be used for starting, diagnosing, setup, restoration, installation, configuration, testing or disaster recovery.

NOTE: THIS SOFTWARE CONTAINS A SECURITY FEATURE THAT WILL CAUSE END USER'S SYSTEM TO REBOOT WITHOUT PRIOR NOTIFICATION TO THE END USER AFTER 72 HOURS OF CONTINUOUS USE.

Amendment to: 2. Requirements for application (system requirements)

The software requires the Windows 2000 (all Editions), Windows Server 2003 (all Editions), Windows XP (all Editions), Windows Vista (all Editions) or Windows Server 2008 (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems.

The product at hand can only be employed according to the acquired license. The following license types exist for O&O RescueBox:

O&O RescueBox Personal Edition

You are authorized to install and use the software product on only one computer. Other limitations may apply in the software itself. Please consult the software documentation for more information on these limitations.

O&O RescueBox Admin Edition

You are authorized to install and use the software product on all computers a) in the possession of the company (legal person or natural person(s) in the case of corporations) owning the license and b) all located at a single site. This license is bound to a single natural person and is non-transferable.

O&O RescueBox Tech Edition

You are authorized to install and use the software product on all computers. This includes computers that do not belong to the company owning the license (also known as Service Technician's License). This license is bound to a single natural person and is non-transferable.

O&O SafeErase

Amendment to: 2. Requirements for application (system requirements)

The software requires the Windows 2000 (all Editions), Windows Server 2003 (all Editions), Windows XP (all Editions), Windows Vista (all Editions) or Windows Server 2008 (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems.

O&O UnErase

Amendment to: 2. Requirements for application (system requirements)

The software requires the Windows 2000 (all Editions), Windows Server 2003 (all Editions), Windows XP (all Editions), Windows Vista (all Editions) or Windows Server 2008 (all Editions) operating systems. Usage within the terms of this contract is not achieved without the application of these operating systems.

The product at hand can only be employed according to the acquired license. The following license types exist for O&O UnErase:

O&O UnErase Personal Edition

You are authorized to install and use the software product on only one computer. Other limitations may apply in the software itself. Please consult the software documentation for more information on these limitations.

O&O UnErase Admin Edition

You are authorized to install and use the software product on all computers a) in the possession of the company (legal person or natural person(s) in the case of corporations) owning the license and b) all located at a single site. This license is bound to a single natural person and is non-transferable.

O&O UnErase Tech Edition

You are authorized to install and use the software product on all computers. This includes computers that do not belong to the company owning the license (also known as Service Technician's License). This license is bound to a single natural person and is non-transferable.