

iPrism Web Security



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RFC0001.6.4.1100

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Installing Remote Filtering on the Client

Using the Windows™ and/or Macintosh® Remote Filtering Client, and St. Bernard (SBS) Data Center cloud service, iPrism provides comprehensive Internet security for off-premises flexible policy enforcement and robust reporting. *Before you complete this step, you must do the following:*

1. Upload a remote filtering license key (see **System Settings > License Key** in the *iPrism Administration Guide*).
2. Enable Remote Filtering and download the client software (see **Profiles & Filters > Remote Filtering** in the *iPrism Administration Guide*).
3. Set up remote users (see **Users & Networks > Remote Users** in the *iPrism Administration Guide*).
4. Once you have completed these steps, complete the steps below to install the iPrism Remote Filtering Client software on the Mac® or Windows. Once the iPrism Remote Filtering Client software is installed, mobile laptop and/or remote users are easily managed by iPrism without being connected directly to a corporate network. There's no need to set up a DMZ deployment or access the iPrism via VPN.

Macintosh

Complete these instructions to install the Remote Filtering Client on the Macintosh.

Prerequisites

- OS Support: Apple Macintosh OS X 10.5 (Leopard) or 10.6 (Snow Leopard)



Note: Requires common configuration of 64-bit processors running the default 32-bit kernel mode.

- Hard drive space: 6.7MB required for installation.
- Administrator rights are required in order to install the software.

To install the Remote Filtering client

1. Navigate to iPrismRFCInstaller_Vx_x.dmg¹. Double-click this.
2. When this is complete, double-click on the Remote Filtering installation file.
3. Click **Continue**.

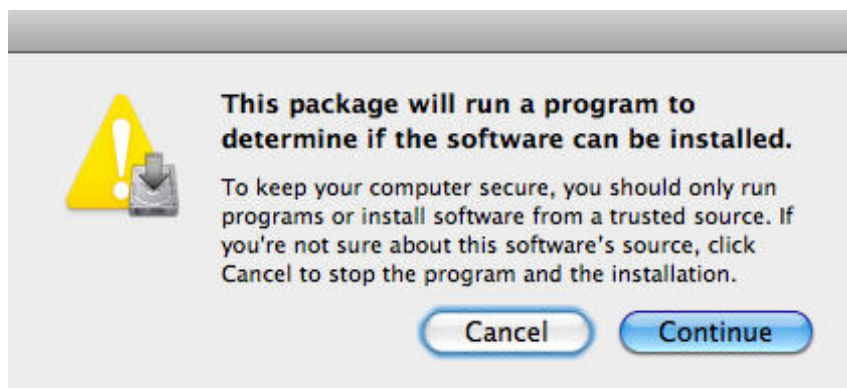


FIGURE 1. Macintosh Remote Filtering Client installation

1. This file can be downloaded from your iPrism. From Profiles and Filtering, select Remote Filtering; make sure Remote Filtering is enabled, then click Download Client Software. For more information, refer to this section of the *iPrism Administration Guide*.

4. Click **Continue** again once you have read the information on the welcome screen.



FIGURE 2. Macintosh Remote Filtering Client installation – Welcome screen

5. Click **Continue** to accept the terms of the license agreement and continue with the installation.



FIGURE 3. Macintosh Remote Filtering Client installation – software license agreement

6. In the Configuration Settings screen, complete the following steps:

- a. Click **Browse** to locate the `iprism_Client_Auth.key` file.



Important: The `iprism_Client_Auth.key` file must have been created in order to complete this step. If you have not created this key file, follow the steps on your iPrism to create it (for more information, see *License Key* in the **System Settings** chapter of the *iPrism Administration Guide*).

- b. The Machine ID is generally detected during the installation; if this field is not prepopulated with a Machine ID, or you wish to change the Machine ID, type it in the **Machine Identifier** field.
- c. Click **Continue**.

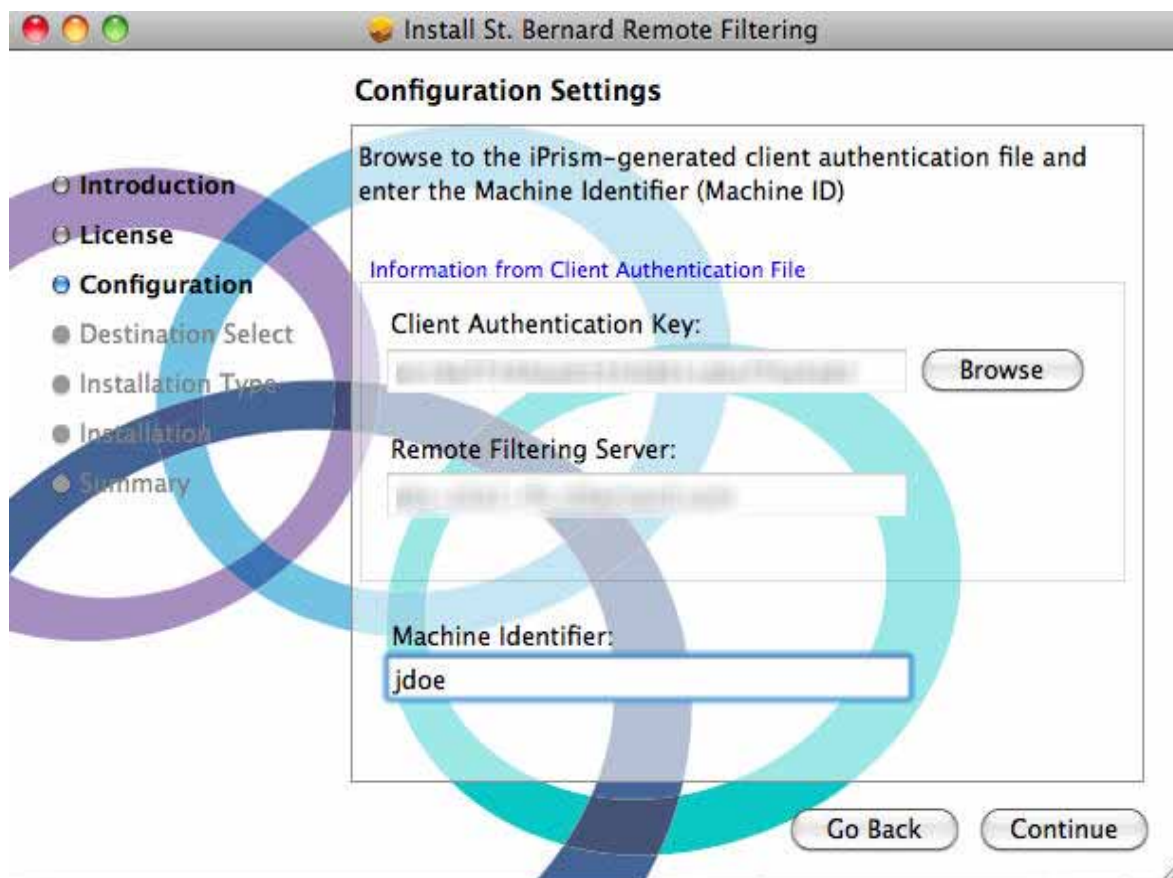


FIGURE 4. Macintosh Remote Filtering Client installation – configuration settings

4. Click **Install** to perform a standard installation, or click **Change Install Location ...** if you want to change the location of the installation.

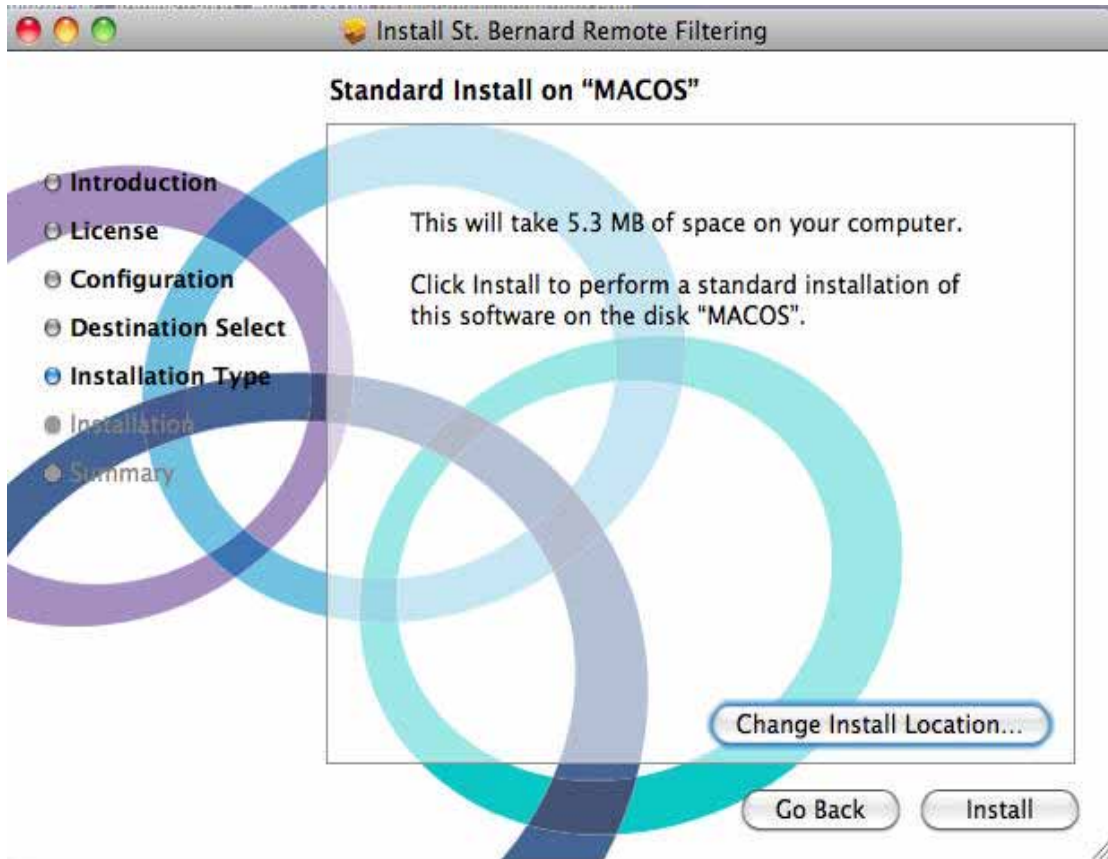


FIGURE 5. Macintosh Remote Filtering Client installation – password

5. Select a destination for the Remote Filtering Client software installation (by default, it will be your hard drive), then click **Continue**.



FIGURE 6. Macintosh Remote Filtering Client installation – select destination for installation

6. Once the installation is complete, your computer will need to be restarted. Click **Continue Installation** to agree to have your computer restarted after the installation, or click **Cancel** to exit the installer.



FIGURE 7. Macintosh Remote Filtering Client installation – confirm restart

7. The following screen will be displayed while the installation is completed.



FIGURE 8. Macintosh Remote Filtering Client installation – running installer script

8. Once the installation has completed, the following screen will appear. Click **Restart**.

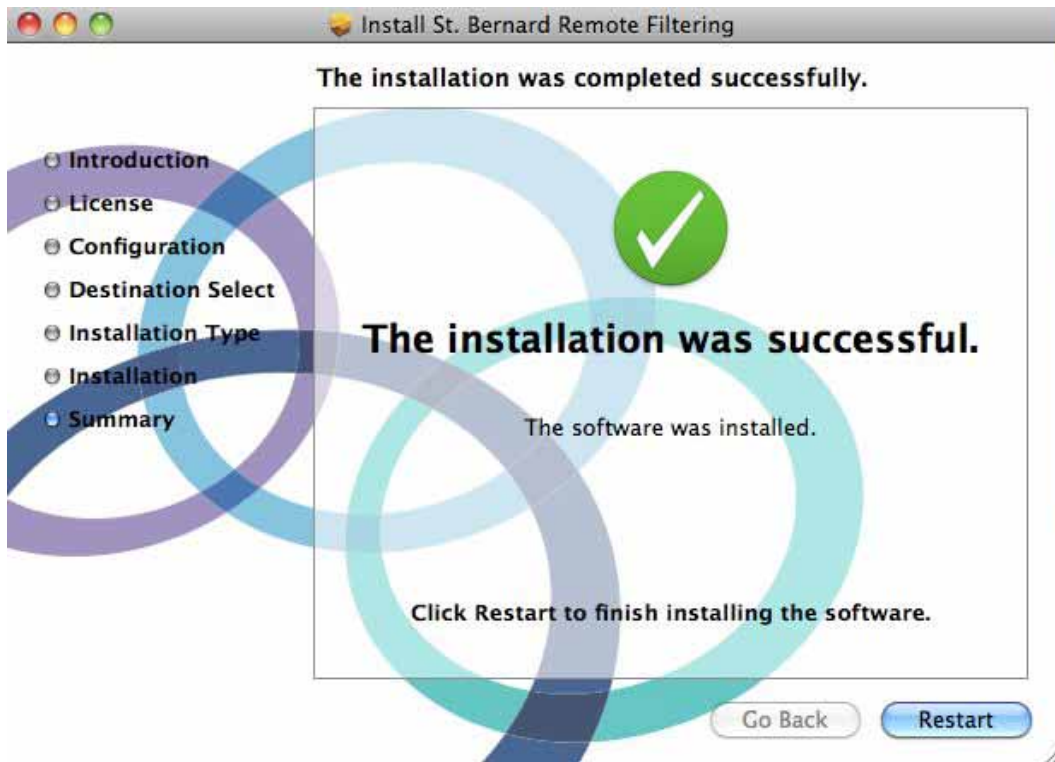


FIGURE 9. Macintosh Remote Filtering Client installation – restart

To remotely install the Remote Filtering client

Complete the following steps to remotely install the Remote Filtering client.

1. Copy the `iprism_Client_Auth.key` file to the following location:

`/tmp/stbernard/iprism_Client_Auth.key`

The installer will look for this file. If it is present, the installer will silently perform a remote installation using this key. **The exact location and spelling must be correct**, as the Mac is case sensitive.



Note: The `/tmp` directory is automatically cleared out when the system is rebooted.

2. Follow the instructions on page 2 to install the Remote Filtering client on the Mac. After the client key file is copied (step 4 on page 3), the Remote Filtering client is then installed via Apple Remote Desktop™. Other third-party Mac management software packages may also be used; however, in the context of this document, only Apple Remote Desktop has been tested.

Installation progress and errors are logged to the system log. After the installation, the `iprism_Client_Auth.key` file is deleted and the system is rebooted.

Post-installation Tools

UpdateMachineID

In order to change the values of the client-authentication-code, server-name, and/or Machine-ID on an already-installed copy of the Remote Filtering client, you must have administrator privileges on the target machine, and either be logged into the target machine as “Administrator” or run the application as Administrator. Then, complete the following steps.

To update all arguments

1. From a command-line prompt (via an ssh remote login or Terminal.app), type the following:
`sudo /usr/sbin/configure-rfcd.sh /etc/rfcd.db client-authentication-code
server-name machine-ID`

Arguments:

client-authentication-code	the value for “KEY=” listed in iPrism_Client_Auth.key
server-name	the value for “SERVER=” listed in iPrism_Client_Auth.key
machine-ID	The desired machine-ID; to use the machine’s hostname, use the string “{h}”.

The script also validates the arguments when it runs; if any invalid arguments exists, no changes are made and an error is returned.

2. Once that is done, run the following, which restarts the Remote Filtering client daemon to use the new settings:
`sudo killall rfcd`

To update only the MachineID

If you want to update only the machine-ID, type

```
sudo /usr/sbin/configure-rfcd.sh /etc/rfcd.db MACHINEID 'machine-ID'
```

where ‘machine-ID’ is the new machine-ID.

The script also validates the machine-ID when it runs; if the machine-ID is invalid, no changes are made and an error is returned.

Example:

```
sudo /usr/sbin/configure-rfcd.sh /etc/rfcd.db MACHINEID 'j doe'
```


To uninstall the Remote Filtering client

The Remote Filtering client can be uninstalled by iPrism administrators, under the direction of St. Bernard Technical Support, by running the `uninstall.sh` script and completing the following steps:

1. Download the `uninstall.sh` file provided by St. Bernard Technical Support.
2. Launch `Terminal.app`.
3. In `Terminal.app`, change to the directory where you copied `uninstall.sh` (usually `~/Downloads`), as follows:

```
$ cd Downloads
```
4. Make sure the file is executable by typing the following:

```
$ chmod 755 uninstall.sh
```
5. Run `uninstall.sh` as root, as follows:

```
$ sudo ./uninstall.sh
```
6. You will be prompted for your password; type it at the prompt.
7. The Remote Filtering client should now be removed from your system.

Windows

Prerequisites

- OS Support: Microsoft Windows XP Pro (SP2 or SP3), Vista (32- or 64-bit), or Windows 7 (32- or 64-bit).
- Hard drive space: Approximately 7.5MB required for client software installation.



Note: Additional 10.3MB required for the [Microsoft Visual C++ 2008 Redistributable Package \(x86\) 9.0.30729.17](#) if not already installed.

- Remote Procedure Call (RPC) service is running.



Note: Under normal operating conditions, this service is always running.

- Administrator rights are required in order to install the software.

Differences between 32-bit and 64-bit Windows

32-bit	64-bit
<i>Files</i>	
Folder C:\Program Files\St. Bernard Software\Remote Filtering	Folder C:\Program Files (x86)\St. Bernard Software\Remote Filtering
Folder C:\Documents and Settings\All Users\Application Data\St. Bernard\	Folder C:\ProgramData\St. Bernard
<i>Registry Key</i>	
HKEY_LOCAL_MACHINE\SOFTWARE\St. Bernard Software\Remote Filtering\1.0.0	HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\St. Bernard Software\Remote Filtering\1.0.0

To install one Remote Filtering client via the Install Wizard



Important: You must have administrator rights to install the Remote Filtering client.

Complete these instructions to install the Remote Filtering Client on Windows.

1. Double-click on the Remote Filtering installation file (iPrismRFCInstaller_Vx_x.exe)². The Welcome screen appears as shown below; click **Next**.

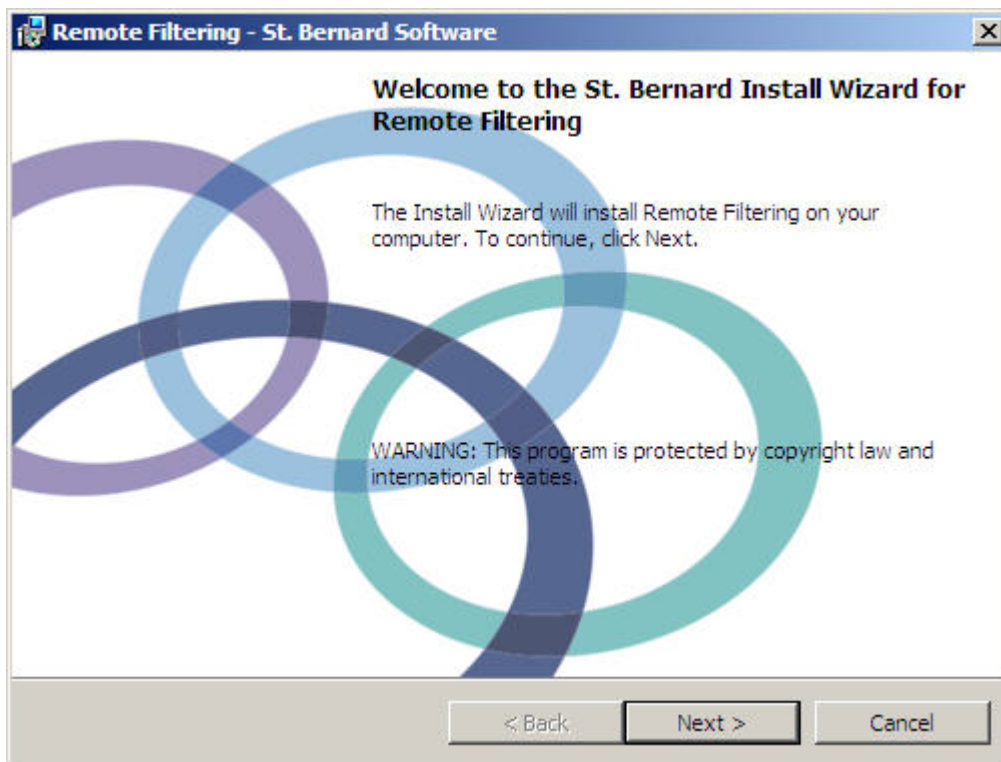


FIGURE 10. Windows Remote Filtering Client installation

2. This file can be downloaded from your iPrism. From Profiles and Filtering, select Remote Filtering; make sure Remote Filtering is enabled, then click Download Client Software. For more information, refer to this section of the *iPrism Administration Guide*.

2. Type a password in the **Password** field, then type it again in the **Verify** field. This password is required for uninstalling the Remote Filtering client, should you need to do so.

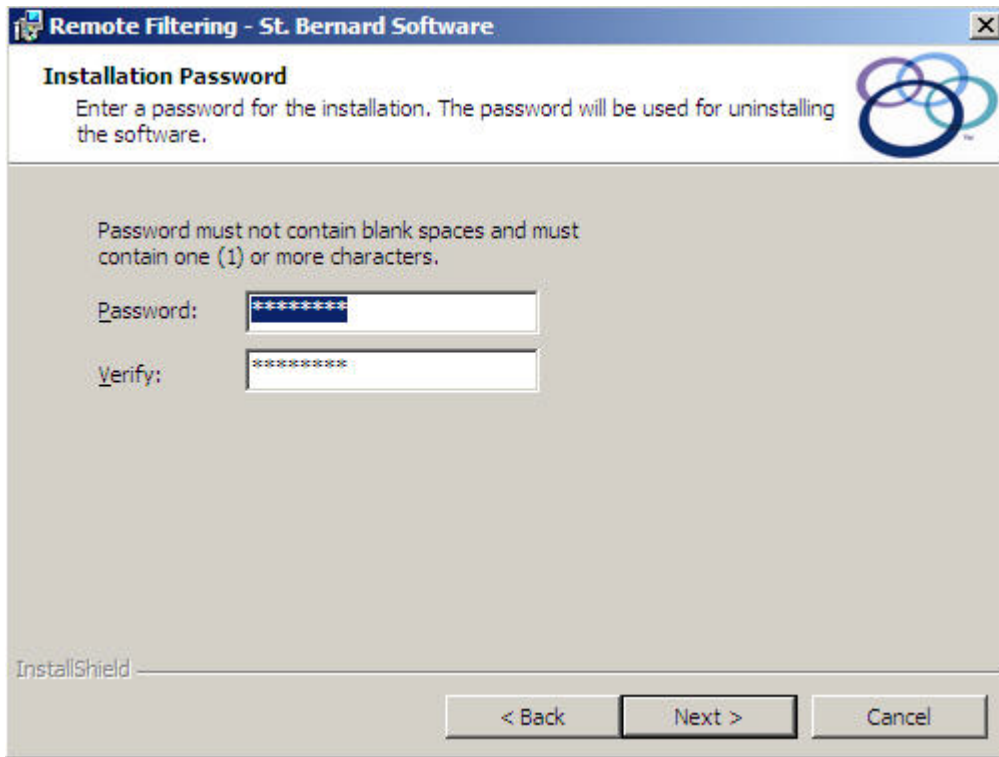


FIGURE 11. Create a password (required for uninstallation)

3. Click **Next**.

4. If you accept the license agreement, select **I accept the terms in the license agreement** and click **Next**.

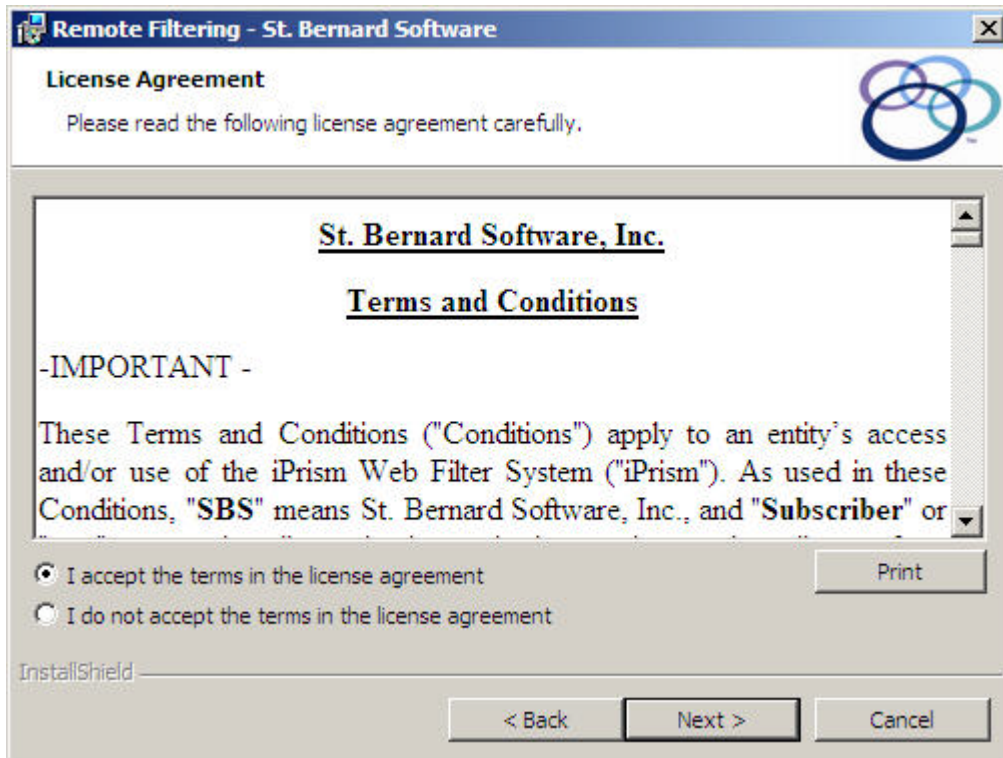


FIGURE 12. Windows Remote Filtering Client installation – software license agreement

5. The Machine ID is generally detected during the installation; if this field is not prepopulated with a Machine ID, type it in.
6. Click **Browse** to locate the `iprism_Client_Auth.key` file.



Important: The `iprism_Client_Auth.key` file must have been created in order to complete this step. If you have not created this key file, follow the steps on your iPrism to create it (for more information, see *License Key* in the **System Settings** chapter of the *iPrism Administration Guide*).

7. Click **Next**.

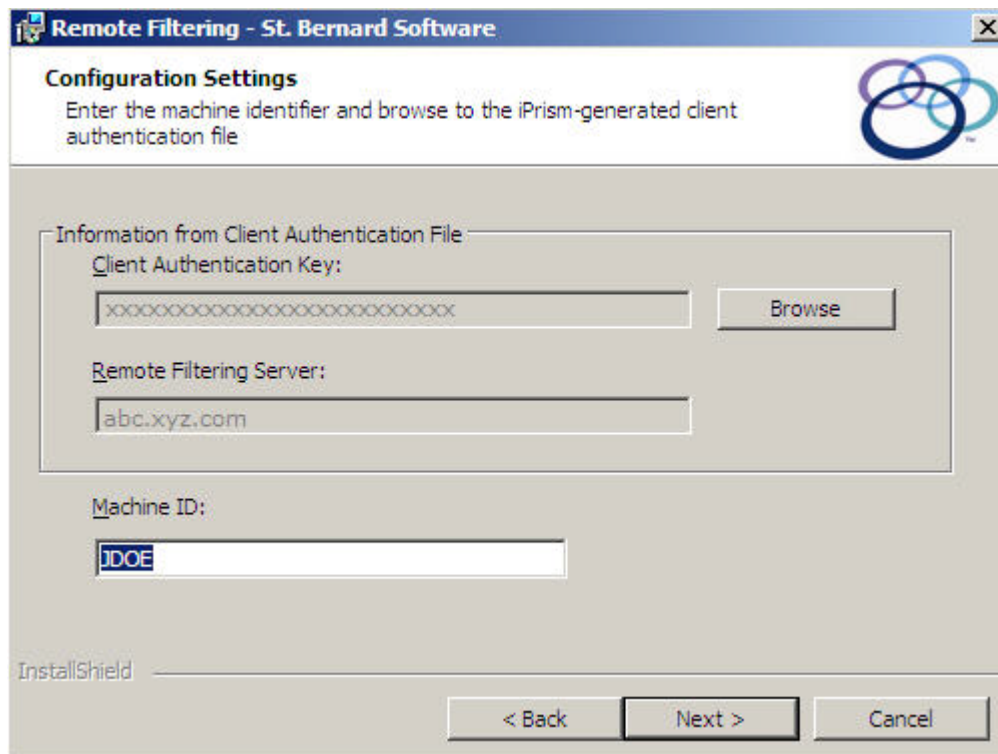


FIGURE 13. Windows Remote Filtering Client installation – configuration settings

8. To install remote filtering in the default location (**C:\Program Files\St. Bernard Software\Remote Filtering**), click **Next**.

-or-

To install in a different location, click **Change** and specify the location.

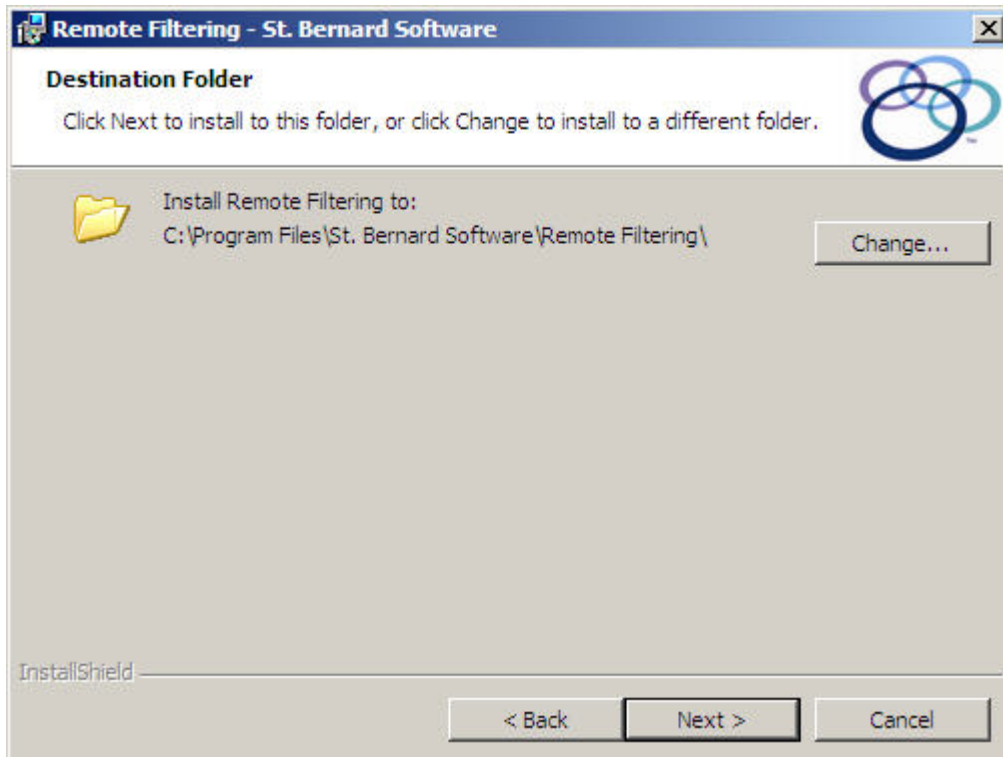


FIGURE 14. Windows Remote Filtering Client installation – destination folder

9. Click **Next**.

10. Click **Install** to complete the wizard and begin the installation. If you want to make any changes to the installed configuration, click **Back**..

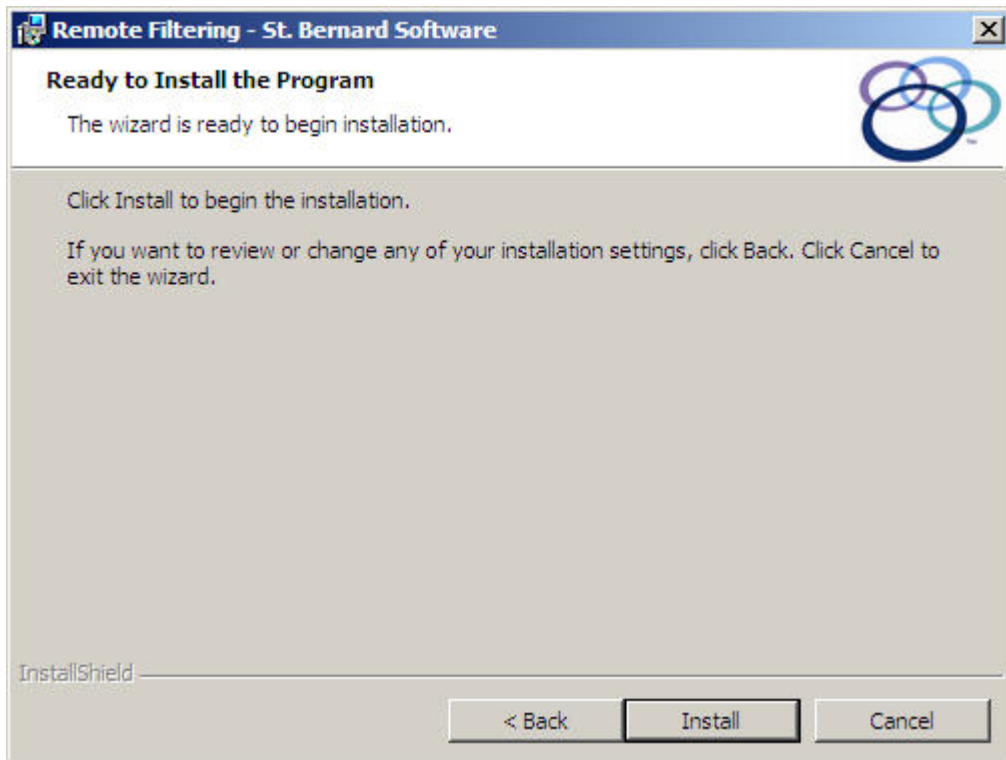


FIGURE 15. Windows Remote Filtering Client installation – begin installation

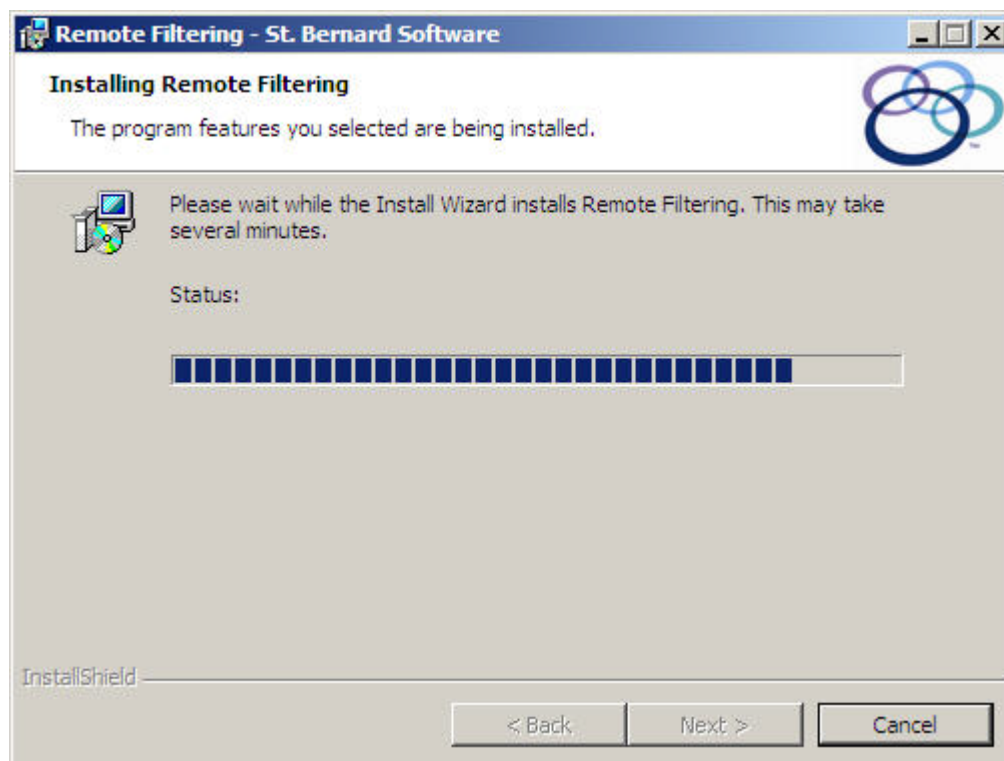


FIGURE 16. Windows Remote Filtering Client installation

11. When the installation is complete, click **Finish**. The files will have been installed in the directory you specified in step 8.

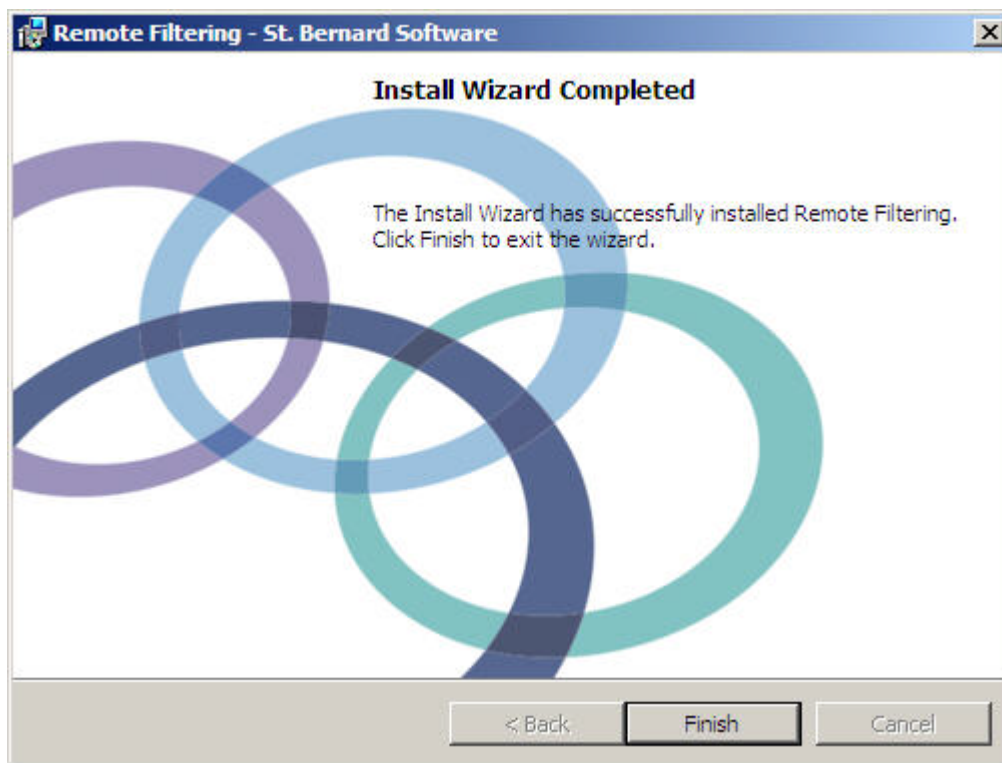


FIGURE 17. Windows Remote Filtering Client installation – Completed

12. You will be prompted to restart your computer; click **Yes** to do so now, or **No** if you plan to restart later.



Important: It is highly recommended that you click **Yes** to restart your computer now; if not, filtering may not work properly.

To install one or more Remote Filtering clients via the command line



Important: You must have administrator rights to install the Remote Filtering client.

1. Open a DOS window by selecting **Start > Run** and typing `cmd`.
2. To see the available Windows Installer options, go to the directory where the `iPrismRFCInstaller_Vx_x.exe` file is located, and type `setup /?`



FIGURE 18. Windows Remote Filtering Client installation – Installer options

The installation parameters are as follows:



Note: The parameters can be in any order, and are case-insensitive.

PASSWORD (required)	If the password is not provided, the installation will abort.
PATHTOFILE ¹	Can be used to point to the Client Authentication Key file (iprism_Client_Auth.key) generated by St. Bernard Software. Must be present if KEY and SERVER parameters are not used.
INSTALLDIR	The default install directory is C:\Program Files\St. Bernard Software\Remote Filtering
REBOOT=R	Suppresses reboot during installation/uninstallation. Otherwise, the machine will be rebooted immediately. Note that the machine must be rebooted later in order for the changes to take effect and filtering to work properly, if the REBOOT=R parameter is used.

1. It is recommended that the PATHTOFILE option be used. However, the KEY and SERVER parameters can also be used if necessary. If so, KEY, SERVER, and MACHINEID must be extracted from the iprism_Client_Auth.key and they all must be available. For example:

```
iPrismRFCInstaller_Vx_x.exe /s /v" PASSWORD=\"<PASSWD>\"  
MACHINEID=\"001-{h}\" SERVER=\"<SERVER>\" KEY=\"<KEY>\" REBOOT=R /  
qn"
```

Command-line installation examples

To suppress a reboot after installation:

```
iPrismRFCInstaller_Vx_x.exe /s /v" PASSWORD=\"<PASSWD>\"  
PATHTOFILE=\"C:\iprism_Client_Auth.key\" REBOOT=R /qn"
```

To reboot after installation:

```
iPrismRFCInstaller_Vx_x.exe /s /v" PASSWORD=\"<PASSWD>\"  
PATHTOFILE=\"C:\iprism_Client_Auth.key\" /qn"
```

Using the default installation directory (INSTALLDIR):

```
iPrismRFCInstaller_Vx_x.exe /s /v" PASSWORD=\"<PASSWD>\"  
PATHTOFILE=\"C:\iprism_Client_Auth.key\" INSTALLDIR=\"D:\Programs\SBS\  
Remote Filtering\" REBOOT=R /qn"
```

For troubleshooting purposes, enable logging by using the "/l* filename" in case there is a problem.

To suppress a reboot after installation:

```
iPrismRFCInstaller_Vx_x.exe /s /v" PASSWORD=\"<PASSWD>\"  
PATHTOFILE=\"C:\iprism_Client_Auth.key\" REBOOT=R /l* setup.log /qn"
```

To reboot after installation:

```
iPrismRFCInstaller_Vx_x.exe /s /v" PASSWORD=\"<PASSWD>\"  
PATHTOFILE=\"C:\iprism_Client_Auth.key\" /l* setup.txt /qn"
```

Post-installation Tools

UpdateMachineID

UpdateMachineID is a post-installation tool for administrators to update a specific machine's MACHINE_ID. The administrator must run UpdateMachineID on the actual machine s/he is updating, and either be logged in as “Administrator” or run the application as the Administrator.

To run UpdateMachineID, complete the following instructions:

1. Open a DOS command prompt (Start > Run > type cmd).
2. Browse to C:\Program Files\St. Bernard Software\Remote Filtering.
3. Type `UpdateMachineID.exe [MACHINE_ID]`, where MACHINE_ID is the *new* MACHINE_ID you wish to use.



Note: For rules regarding MACHINE_ID, including the use of {h}, see “The iprism_Client_Auth.key file” on page 36.

4. Reboot the machine.

Example

In the following example, we will update janedoe's MACHINE_ID to j doe:

```
C:\Program Files\St. Bernard Software\Remote Filtering>UpdateMachineID.exe  
j doe
```

To uninstall the Remote Filtering client

1. Select C:\Program Files\St. Bernard Software\Remote Filtering.
2. Double-click **Uninstall.exe**.

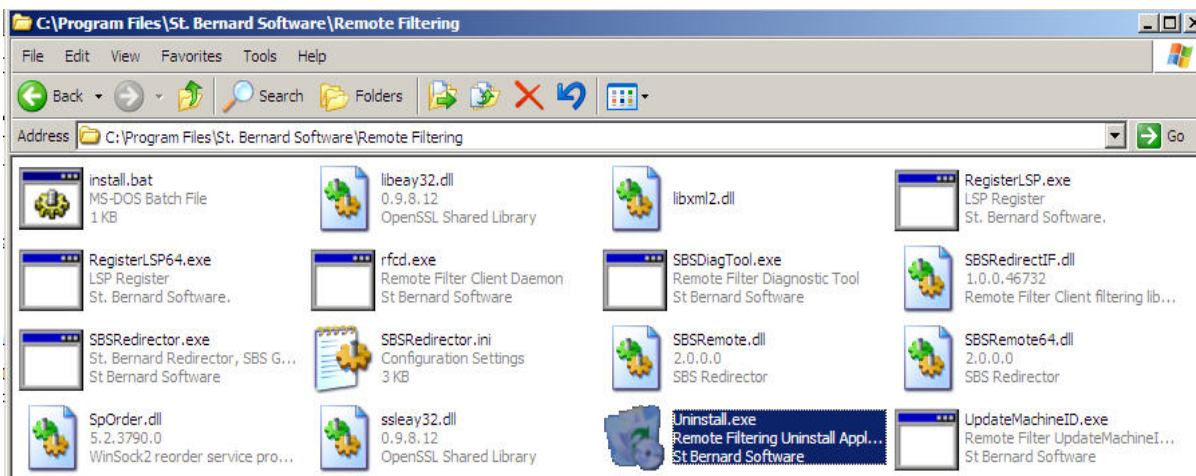


FIGURE 19. Remote Filtering Client Uninstall File

3. Type your password.



Note: If you want your password to be in plain text (i.e., visible as you type), check **Show Password Characters**. This may be useful if you had forgotten your password and had another automatically generated; under those circumstances, you may want to see the password.

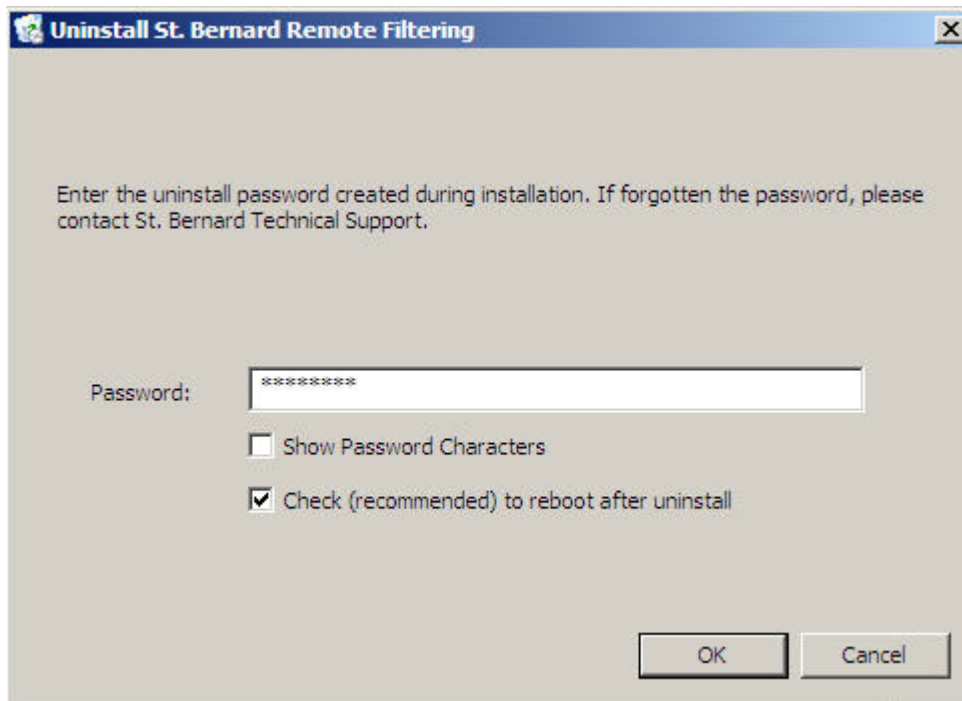


FIGURE 20. Type your password to uninstall RFC

4. By default, the checkbox to reboot after uninstalling the Remote Filtering client is checked. It is highly recommended that you leave this checked.
5. Click **OK**.
6. Your computer will now be rebooted.



Note: The Microsoft Visual C++ 2008 Redistributable Package (x86) 9.0.30729.17 will not be uninstalled. If desired, you can uninstall this manually by going to **Control Panel > Add or Remove Programs**.

To uninstall the Remote Filtering client from the command line



Important:

The computer must be rebooted after the uninstall; however, you can suppress the reboot during the uninstallation in order to prevent a premature reboot (see example below).

The following files and directories are removed after the reboot:

- The installation directory
 - Windows 32-bit: C:\Program Files\St. Bernard Software\Remote Filtering
 - Windows 64-bit: C:\Program Files (x86)\St. Bernard Software\Remote Filtering
- The St. Bernard Redirector Service
- The St. Bernard Remote Service
- The registry key and its values:
 - Windows 32-bit: HKEY_LOCAL_MACHINE\SOFTWARE\St. Bernard Software\Remote Filtering\1.0.0
 - Windows 64-bit: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\St. Bernard Software\Remote Filtering\1.0.0

New registry names/values are created under

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\RunOnce, so that all RFC-related information is deleted from the machine after a reboot.

Command line uninstallation example

1. Open a DOS command prompt (Start > Run > type cmd).
2. Browse to C:\Program Files\St. Bernard Software\Remote Filtering.
3. Run either of the following:

```
Uninstall.exe /p:<PASSWORD> /reboot:<y/n>
```

or

```
Uninstall.exe /P:<PASSWORD> /REBOOT:<Y/N>
```

This chapter will guide you through the process of locating a computer's hostname.

Windows

To locate the hostname (computer name) in Windows, complete the following steps.

From the User Interface

1. Go to **Start > Control Panel**.
2. Select **System**.
3. Click the **Computer Name** tab.

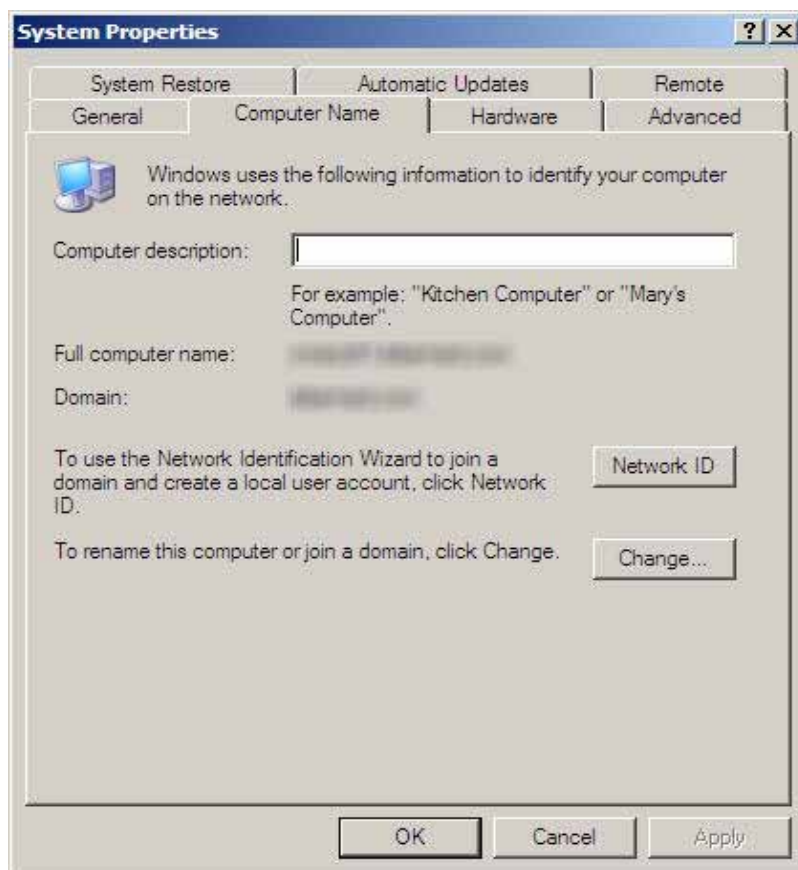


FIGURE 20. Windows hostname – UI

From the command line

1. Go to **Start > Run**.
2. Type **cmd**.
3. In the DOS window, type **hostname**.

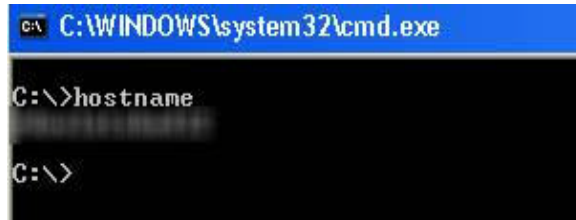


FIGURE 21. Windows hostname – command line

Macintosh

From the User Interface

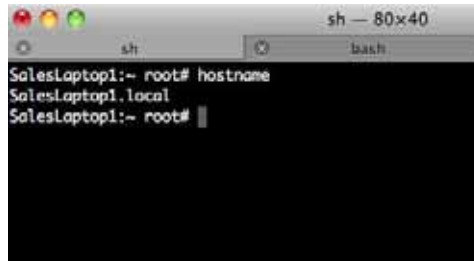
1. From the Apple menu, select **System Preferences**.
2. Select **Sharing**.



FIGURE 22. Macintosh hostname – UI

From the command line

1. From the Apple menu, select **A**pplications.
2. Select **U**tilities, then **T**erminal.

A screenshot of a Macintosh Terminal window. The window has a title bar with three colored buttons (red, yellow, green) on the left and the text "sh — 80x40" on the right. Below the title bar, there is a small menu bar with "sh" and "bash". The main area of the window is black with white text. The text shows the command prompt "SalesLaptop1:~ root#" followed by the command "hostname". The output of the command is "SalesLaptop1.local". The prompt then changes to "SalesLaptop1:~ root#" with a cursor at the end.

```
SalesLaptop1:~ root# hostname
SalesLaptop1.local
SalesLaptop1:~ root#
```

FIGURE 23. Macintosh hostname – command line

Chapter 3

Working with iprism_Client_Auth.key

The remote filtering license key file, `iprism_Client_Auth.key`, has three (3) components. This chapter discusses those components and how to manage them.

The `iprism_Client_Auth.key` file

`iprism_Client_Auth.key`, which is installed when setting up the Remote Filtering Client, has three (3) components:

COMPONENT	VALUE
KEY	Required; do not modify or remove
SERVER	Required; do not modify or remove
MACHINE_ID	Optional; case-sensitive

Example

```
KEY=xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
```

```
SERVER=abc.xyz.com
```

```
MACHINE_ID=jdoe
```

For the purposes of this document, everything to the left of the ‘=’ sign is referred to as a *component*; everything to the right of the ‘=’ sign is referred to as a *value*. In the example above, `MACHINE_ID` is the *component*; `jdoe` is the *value*.



Important:

- Under no circumstances should the first two components, `KEY` and `SERVER`, be removed or modified (e.g., changing `KEY` to `KEY1`). Removing one or both of the components will result in an installation error; modifying one or both of the components will result in the client not functioning properly.
- The `MACHINE_ID` component is case-sensitive. It is also optional and may be modified by the administrator. The following section details various `MACHINE_ID` scenarios, which are illustrated by corresponding examples.
- If the value of `MACHINE_ID` is modified, the value can only contain up to 255 characters. Allowable characters are as follows:
 - Lowercase characters from “a” to “z”
 - Uppercase characters from “A” to “Z”
 - Numerals from “0” to “9”
 - Hyphen (-) character
 - Underscore (_) character
 - Dot (.) character

Scenarios and examples

1. If there are spaces or tabs around the '=' sign in `KEY`, `SERVER`, or `MACHINE_ID`, they will be ignored.

Example 1: Spaces or tabs around =

```
KEY = xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
SERVER = abc.xyz.com
MACHINE_ID = jdoe
```

2. If the value of `MACHINE_ID` is commented out with a '#' sign, the value of `MACHINE_ID` will default to the local hostname when remote filtering is installed.

Example 2: `MACHINE_ID` value commented out

```
KEY=xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
SERVER=abc.xyz.com
# MACHINE_ID=jdoe
```

3. If the `MACHINE_ID` component is missing, it will be created with the value of the local hostname when remote filtering is installed.

Example 3: `MACHINE_ID` component missing

```
KEY=xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
SERVER=abc.xyz.com
```

4. If `MACHINE_ID` is followed by a string, remote filtering will be installed using that string as the hostname. In the example below, `MACHINE_ID` will be `Corporate-iPrism`.

Example 4: `MACHINE_ID` as a string

```
KEY=xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
SERVER=abc.xyz.com
MACHINE_ID=Corporate-iPrism
```

Using `{h}`

5. If `MACHINE_ID` uses `{h}` (the hostname variable), the value of `MACHINE_ID` will default to the local hostname; e.g., `jdoe`.

Example 5: `MACHINE_ID` using `{h}`

```
KEY=xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
SERVER=abc.xyz.com
MACHINE_ID={h}
```

6. If `MACHINE_ID` uses `{h}` preceded by a value, the value of `MACHINE_ID` will be that value + the local hostname; e.g., `homejdoe`.

Example 6: `MACHINE_ID` using `{h}` preceded by a value

```
KEY=xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx
SERVER=abc.xyz.com
MACHINE_ID=home{h}
```

7. If MACHINE_ID uses {h} succeeded by a value, the value of MACHINE_ID will be the local hostname + that value; e.g., jdoecomputer.

Example 7: MACHINE_ID using {h} succeeded by a value

[illegible]

SERVER=abc.xyz.com

MACHINE_ID={h}computer

8. If MACHINE_ID uses {h} preceded by *and* succeeded by values, the value of MACHINE_ID will be the preceding value + the local hostname + the succeeding value; e.g., homejdoecomputer.

Example 8: MACHINE_ID using {h} preceded by *and* succeeded by a value

KEY=xxxxxxxxxxxxxxxxxxxxxxxxxxxx

SERVER=abc.xyz.com

MACHINE_ID=home{h}computer

Overriding values

Any of the components (KEY, SERVER, MACHINEID) provided via the command line will override the values in `iPrism_Client_Auth.key`. The following scenarios demonstrate how to override values in `iPrism_Client_Auth.key` using the command line.

Example 9: Changing the MACHINE_ID

The example below demonstrates how to change the registered MACHINE_ID to jdoe, even though MACHINE_ID={h} in iPrism_Client_Auth.key.

```
setup.exe /s /v" PASSWORD=\"test\" MACHINEID=\"jdoe\"  
PATHTOFILE=\"c:\iprism_client_auth.key\" /qn"
```

Example 10: Setting the MACHINE_ID to the default computer name

In the example below, the MACHINE_ID will be the default computer name, as both KEY and SERVER are provided via the command line.

```
setup.exe /s /v" PASSWORD=\"test\" KEY=\"xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx\"  
SERVER=\"abc.xyz.com\" PATHTOFILE=\"c:\iprism_client_auth.key /qn"
```

Missing components

The following examples demonstrate iprism_Client_Auth.key scenarios that will *not* work, as key components are missing in the .key file.

Example 11: Missing value for MACHINE_ID

```
KEY=xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx  
SERVER=abc.xyz.com  
MACHINE_ID=
```

If there are illegal characters in the .key file (i.e., any text other than KEY, SERVER, and MACHINE_ID), an error will occur.

Example 12: Illegal characters in the .key file

```
KEY=xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx  
SERVER=abc.xyz.com  
MACHINE_ID=  
text here is not allowed
```

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