



# **Dell KACE M300 Asset Management Appliance**

## **V1.0 Quick Start Guide**

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# Chapter 1

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## Setting up the M300

This chapter describes the features of the M300 Asset Management Appliance, considerations for where you place the appliance, and how to configure your network settings using the Configuration Wizard. Ensure that the M300 is in a clean, well-ventilated area near a grounded power outlet, and avoid areas where heat, electrical noise, and electromagnetic fields are generated.

Ensure that you place the appliance in an area that is within the following ranges:

### Temperature

Operating 10–35 °C (50–95 °F)

Storage -40–65 °C (-40–149 °F)

### Relative humidity

Operating: 20 to 80% (noncondensing)

Storage: 5 to 95% (noncondensing)

### Altitude

Operating 0–3048 m (0–10,000 ft)

Storage 0–4572 m (0–15,000 ft)

### Protecting the M300 against power surges

Dell KACE recommends using a regulating uninterruptible power supply (UPS) to protect the M300 from power surges, voltage spikes, and to keep your system operating in case of a power failure.

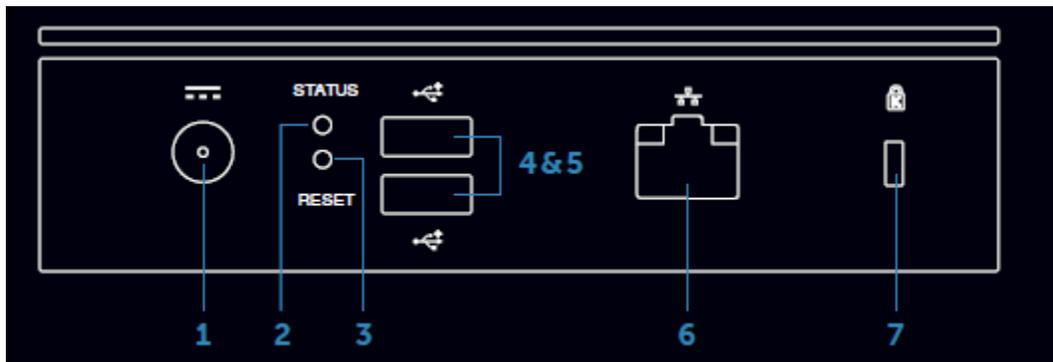


**Note:** If you replace the battery with an incorrect type, there is a risk of explosion. Dispose of used batteries according to the instructions.

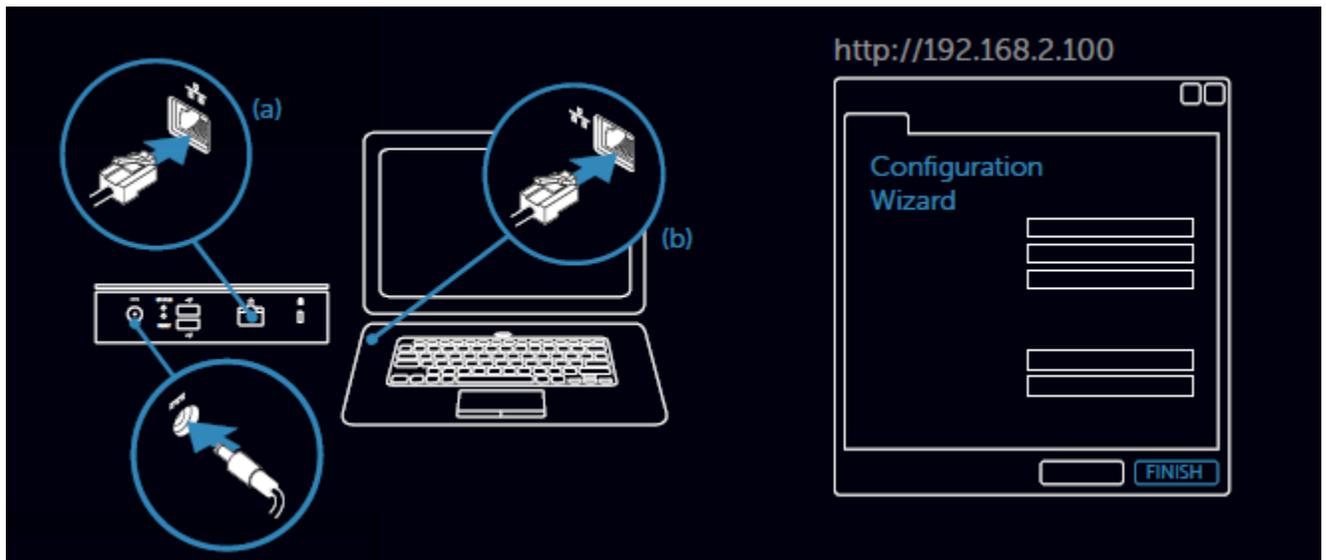
### The M300 features:

1. DC Power Inlet
2. Status LED
3. Reset Button
4. USB Hub

5. USB Hub
6. Ethernet Port
7. Lock



The diagram below shows the M300 plug-in ports and a computer to which it connects. It also shows the factory IP address (192.198.2.100) you enter to open the Configuration Wizard.



For instructions on plugging in the appliance, setting up an administrator account, and configuring your network settings, see the next section, *Using the Configuration Wizard*.

## Using the Configuration Wizard

The first time you open a browser connection to the M300, the Configuration Wizard is displayed. The wizard guides you through the process of configuring the network settings and creating an administrator account.

1. Connect your laptop directly to the M300 using the provided ethernet cable.
2. Plug in the appliance to power it on.  
When the LED turns solid white, the appliance is ready.
3. Open a browser and go to <http://192.168.2.100>

The **Configuration Wizard** page is displayed.

- Click **Next**.

The **End User License Agreement** page is displayed.

- Read the End User License Agreement, and then click **I agree** to continue.

The **Administrator Account Setup** is displayed.

- On the **Administrator Account Setup** page, create an administrator account:

Field	Description
Name	Enter the login ID for the administrator account.
Security questions & answers	You must answer a security question to reset the password of your own account. The answers are case sensitive.
Password	Enter the password for the administrator account.
Confirm password	Re-enter the password.

- Click **Next**.

The **Setup: Timezone** page is displayed.

- Select the time zone for the appropriate region. Optionally, you can enter the URL of a different time server to configure it.

- Click **Next**.

The **Setup: Network** page is displayed.

- Complete the Network Settings form:

Settings	Description
Host Name	Enter the local host name, such as <i>myM300</i> .   <b>Note:</b> Windows domain names are not supported.
Domain Name	Enter the top-level domain name of your network, such as <i>kace.com</i> .
Address	Enter the static IP address of the M300.
Subnet Mask	Enter the subnet mask.
Gateway	Enter the default gateway.
Primary DNS	Enter the primary DNS IP address.
Secondary DNS	(Optional) Enter the secondary DNS IP address.

- Click **Next**.

The **Confirm Settings** page is displayed.

- Ensure that the settings you entered are correct, and then click **Next**.

The M300 powers off automatically.

- Connect the M300 to the network.

The M300 is now available from your network. Log in and set up the Deployment Server, which is the computer already running an Agent. From the Deployment Server, install Agents on all of the other computers in your network and manage your software assets.



# Chapter 2

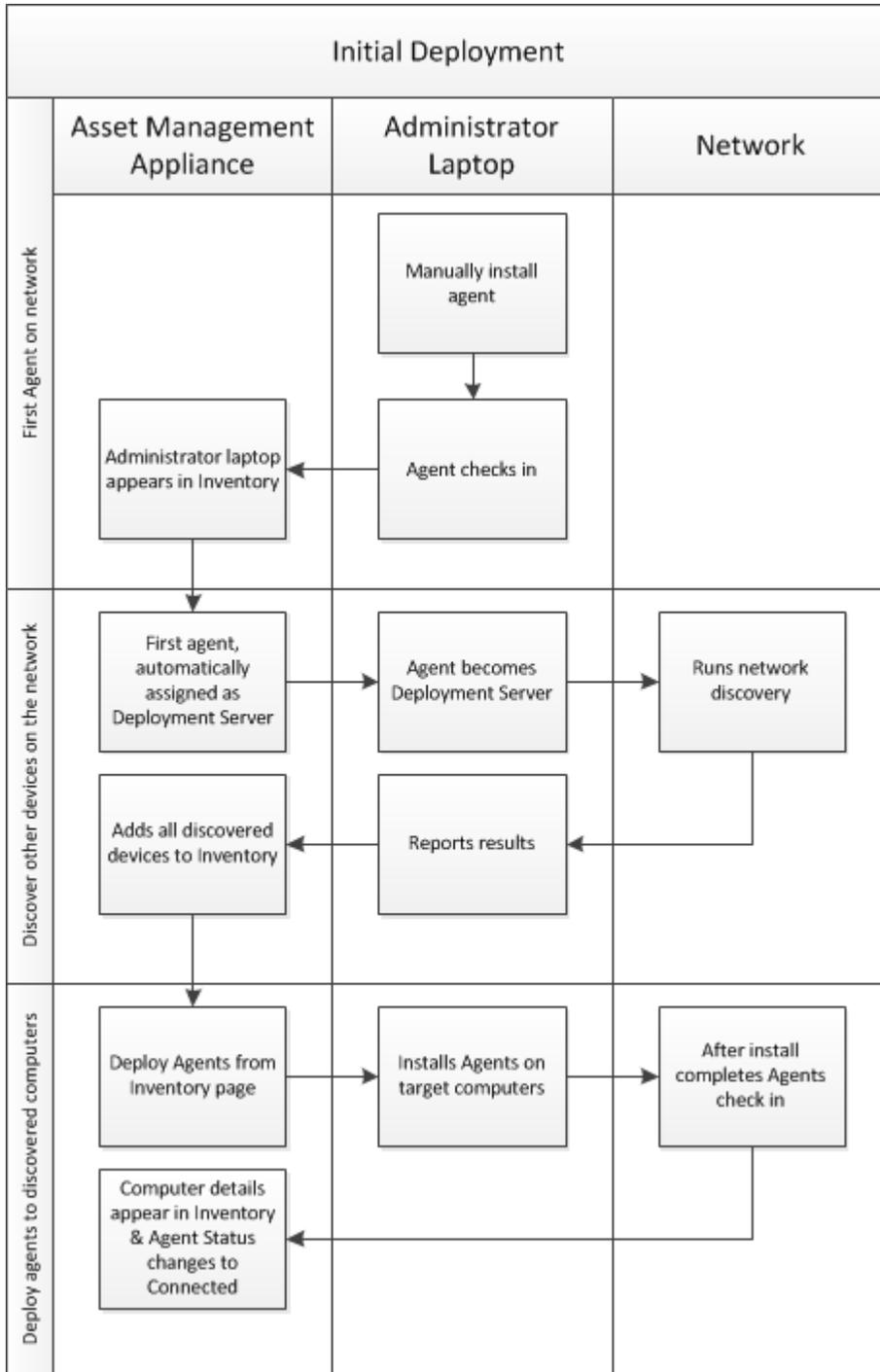
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## Setting up the Deployment Server

The easiest and fastest way to deploy the initial implementation of the Asset Management system is to set up a Deployment Server that distributes Agents across your network. The Deployment Server is a vital component of your M300 Asset Management Appliance environment. It allows you to see which devices are on your network, to determine if those devices have an Asset Management Agent installed, and to install the Agents on other computers in your network from the M300.

### **Understanding the initial deployment process**

The following diagram shows the basic steps required to quickly get the computers on your network covered by the M300.



## Installing the first Agent manually

Download the Agent from the M300 and manually install it on a computer. By default, the M300 assigns the first computer in the list with an Agent and this becomes the Deployment Server on the **Settings > Deploy Agent** page; however, you can set any computer that has an Agent as the Deployment Server. After the installation is complete and the Agent checks in, you can automatically install (deploy) Agents from the M300 using the **Inventory > Deploy Agent** feature.

If you use a remote server as the Deployment Server, Dell KACE recommends installing the first Agent on your local computer, and then deploying the Agent from the appliance to the computer that will become your Deployment Server. You can log onto the computer that you want to make the Deployment Server and perform these steps from there.

1. Open the M300 URL on the computer to which you want to install the Agent.
2. Click **Deploy Agent**.  
The **Agent Deployment** page is displayed.
3. Click **Download Agent Installer**.  
The **Opening m300-ampagent-5.3.x.msi** dialog is displayed.
4. Save the file to the computer.
5. Double-click the file to launch the installation process.  
The **Dell KACE Agent Setup** window is displayed.
6. Click **Next**.  
The **KACE Agent** screen is displayed.
7. In Server Name, type the host name of the M300.



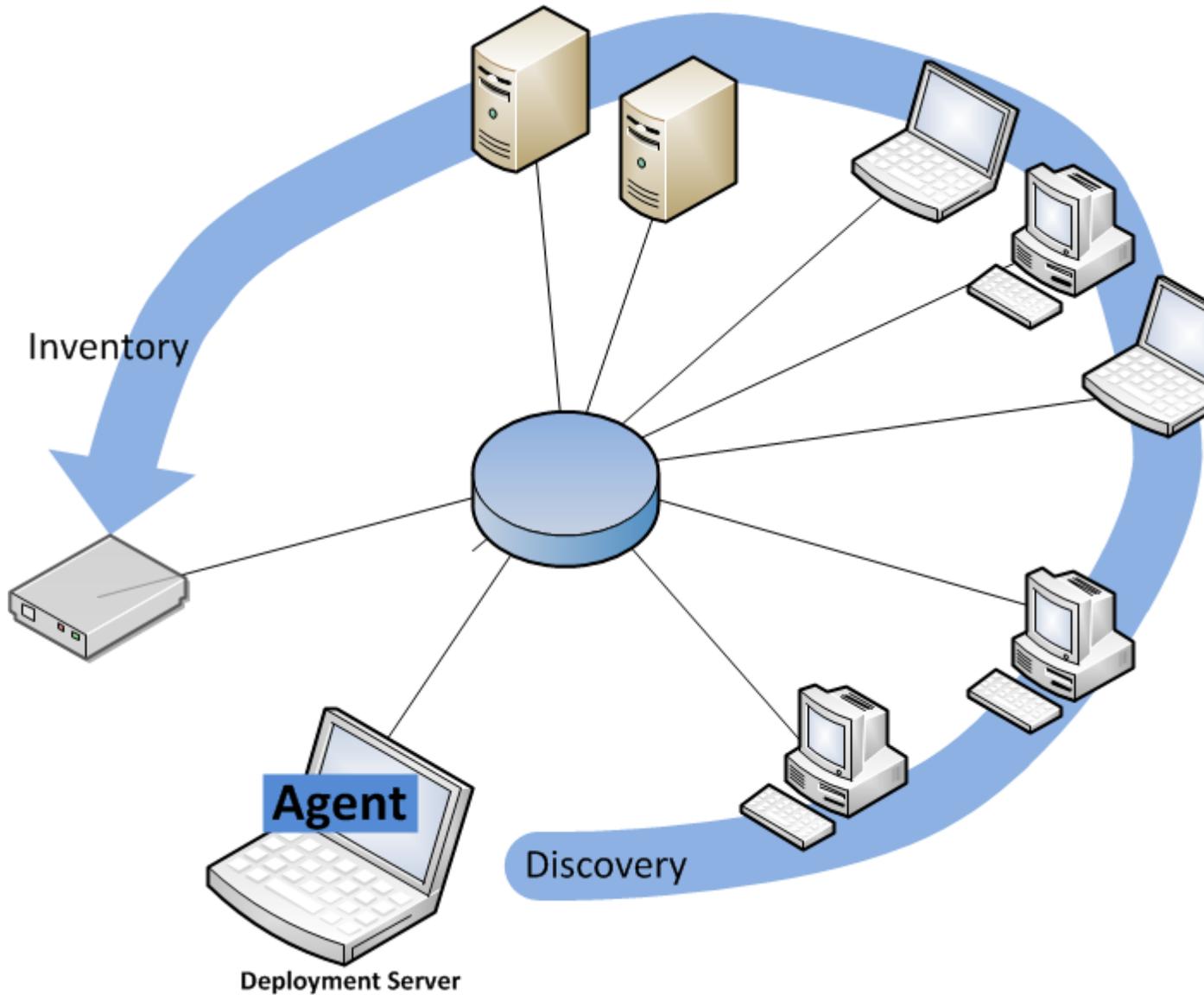
**Note:** If you plan to deploy the Agent to computers on a different subnet than this computer or one that connects from a remote location (WAN, VPN, and so forth), enter the fully qualified domain name. This ensures that all Agents can connect to the M300.

8. Click **Next**.  
The **Ready to install Dell KACE Agent** screen is displayed.
9. Click **Install**.

After the Agent installation process is complete, the Agent checks in to the M300.

## Discover computers and report as Inventory

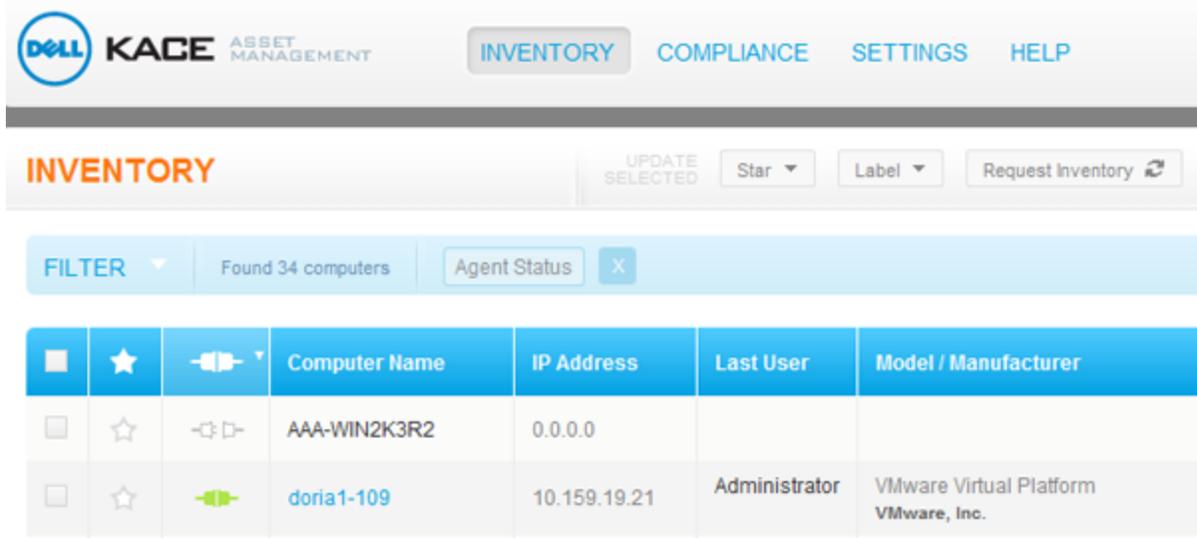
The Deployment Server queries the network for other devices and reports the information to the M300. The Deployment Server continues to query the network looking for new devices every 6 hours (360 minutes). The initial discovery process is automatic, and depending on the size of your network can take several minutes.



The Inventory list contains all the computers discovered by the Deployment Server.

The M300 labels all computers without an Agent as Discovered and displays a white Agent connection symbol next to the computer name.

The following screen shows one computer with an Agent and the Discovered computers on the network.



			Computer Name	IP Address	Last User	Model / Manufacturer
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	AAA-WIN2K3R2	0.0.0.0		
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	doria1-109	10.159.19.21	Administrator	VMware Virtual Platform VMware, Inc.

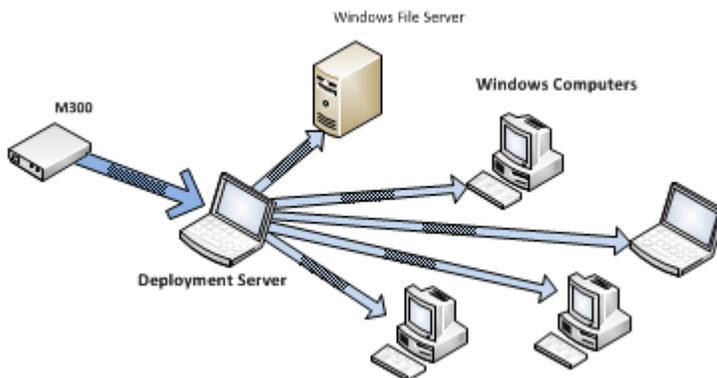


**Note:** To display only the computers without Agents, click **Filter** > **Agent Status** > **Discovered**.

## Installing Agents on discovered computers

The **Deploy Agent** option on the **Inventory** page installs Agents on the targeted computers using the Deployment Server. The Deployment Server installs each Agent with the same configuration as its own Agent, which is the M300 server name and other Agent parameters using the credentials you provide. You should only target groups of computers that have a common valid administrator account.

The Deployment Server must be connected when you run the Deploy Agent process. If the Deployment Server is disconnected, no Agents can be installed.



1. Click **Inventory**.  
The **Inventory** page is displayed.
2. Click **Filter** > **Agent Status** > **Discovered**.  
The Inventory list updates to display only the computers that do not have Agents installed or have otherwise never checked in.



**Note:** The Agent Status symbol is white if a computer is discovered and there is no Agent associated with that computer.

3. Select the computers that you want to install an Agent on.  
The **Confirm Deploy Agent** dialog is displayed.



**Note:** The Deployment Server uses the same account to install the Agent to the computers in the selected group.

4. Enter the user name and password, and then click **Yes**.  
The dialog closes.

The M300 sends a request to the Deployment Server. The process runs immediately. After a few minutes, the Agents begin checking in and Inventory details appear for the targeted computers.

## Discovering computers not reported in Inventory

In cases where devices are not discovered in Inventory, you may have to force the discovery. You can request the Deployment Server to query the network and report devices to the M300.

To discover computers in the network that are not reported in Inventory:

1. Click **Settings > Deploy Agent**.
2. Click **Start Immediate Discovery**.
3. Click **Save**.

## Changing the Deployment Server

The Deployment Server discovers devices on your network by performing periodic scans and reporting the results to the M300. The Deployment Server also allows you to install Agents on discovered computers from the **Inventory** page.



**Note:** The computer that you want to set as the Deployment Server must have an Agent installed that has already checked into the M300.

1. Click **Settings > Deploy Agent**.
2. In Deployment Server, select the name of the computer.



**Note:** The Agent connection status symbol displays Connection Status, where red indicates disconnected and green indicates connected.

3. Click **Save**.

The M300 sends a message to the Agent on the newly designated computer to run Discovery and another message to the previous Deployment Server to stop running Discovery.



**Note:** If the previous Deployment Server is disconnected when you make the change, it continues to run Discovery at the scheduled interval until the next time it connects to the appliance.

The new Deployment Server takes over the Discovery and Agent installation tasks.

## Alternative ways of installing the Agent

You can also install the Agent from the command line and by using Group Policy.

The Agent executable files are installed in:

- Windows XP or earlier: C: \Program Files\Dell \KACE\
- Windows Vista and Windows 7 C: \Program Files (86) \Dell\KACE\

The Agent configuration files, logs, and other data are stored in:

- Windows Vista and Windows 7: C: \ProgramData\Dell\KACE
- Windows XP or earlier C: \Documents and Settings\All Users\Dell\KACE

### Installing stand-alone Agent to multiple computers using Group Policy

If you have a stand-alone Agent, you can distribute it to multiple computers using Active Directory (AD) Group Policies. Refer to the Microsoft Support Center at [support.microsoft.com/kb/816102](http://support.microsoft.com/kb/816102) for information on how to install AD using the Windows interface.

Before you can use the m300-ampagent-5.3.xmsi file to install the Agent on multiple computers using Group Policy, ensure that:

- You rename the file to m300-ampagent-5.3.43931\_hostname.msi
- The file is not read-only
- You have file sharing enabled in the security settings
- You create a server distribution point
- You modify the .msi file using Microsoft ORCA to change the values using **AdvExecuteSequence**, and then change the **Condition** values for the **Actions** called **PublishProduct** and **PublishFeatures** from **False** to nothing. Make sure you save the file.



# Chapter 3

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## Troubleshooting

This chapter describes possible issues that you may encounter into during your initial implementation. For more extensive troubleshooting instructions, contact Dell KACE Support at: [www.kace.com/support](http://www.kace.com/support)

To debug Windows Operating Systems:

1. From the Control Panel, select Administrative Tools, and then click **Services**.
2. Select Agent and click **Stop**.

### M300 becomes unavailable from network

If the M300 becomes unavailable from the network, you must perform a factory reset, which converts the network settings and the database to the original factory state. Before resetting the M300, disconnect it from your network.

### Resetting the M300 to the factory defaults

The M300 comes with a built-in DHCP server that is enabled for the initial setup. If you want to reset the M300, you must disconnect it from your network before performing the factory reset described in the following section.

1. Unplug the ethernet cable.
2. Connect your laptop to the M300.
3. Press and hold in the Reset button on the back of the unit for more than 15 seconds.  
The M300 settings are restored to the default settings.
4. Open a browser and navigate to the default M300 URL, 192.168.2.100.  
The **Configuration Wizard** is displayed.
5. Follow the steps described in the *Chapter 1, Setting up the M300*.

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## Can't open the default URL (192.168.2.100)

If you cannot open the default URL of the M300 during the initial setup, you may need to temporarily assign your computer a static IP address.

### Setting a static IP address

This process sets the Local Area Connection (on the first NIC) to a static IP address that is compatible with the factory settings of the M300. After you complete the initial setup, be sure to reset your IP address configuration.

1. Using the **Run as Administrator** option, open a command prompt.
2. Enter the following command to view your computer's network settings:  

```
netsh interface ip show config
```
3. If your laptop is assigned a static IP address (that is, it does not automatically get an IP address from a DHCP server), record these settings because you will need to reset the Local Area Connection after you configure the appliance.
4. Enter the following command to set a static IP address:  

```
netsh interface ip set address name="Local Area Connection" static 192.168.2.101 255.255.255.0 192.168.2.0 1
```
5. Open the appliance URL and follow the instructions in Chapter 1, Setup up the M300.
6. After the configuration is complete, reset the IP address for the Local Area Connection.



**Note:** In most cases, you will want to set it back to using DHCP as follows:

```
netsh interface ip set address name="Local Area Connection" source=dhcp
```

## Agents not checking in or disconnected

Agents use the host name of the M300 to check in and to establish a connection. Agents use an AMP connection on port 52230 to communicate with the M300.

### Verifying the host name of the M300

Verify that the DNS entry for the M300 properly resolves from the computer that has the Agent that is not checking in.

1. Log in to the computer using an account with Administrator privileges.
2. Enter the following command to get the DNS entry of the M300:

```
nslookup M300_hostname
```

If the entry exists, the Server name and IP address are returned.

If the host name of the M300 resolves correctly, refer to the Dell KACE Knowledge Base for additional troubleshooting instructions.

## Agents not deploying

When you attempt to install an Agent on a computer that has not been discovered, ensure that the Workstation Service is running on the Deployment Server; otherwise, it will not be able to connect to any other computers in the network.

To start the Workstation Service:

1. From the Control Panel, select Administrative Tools, and then click **Services**.
2. Select Workstation, and click the **Start** option.

## Verifying that the Deployment Server is online

In order to install Agents on the targeted computers, the Deployment Server must receive the message from the M300, and therefore must be connected. This action changes the Deployment Server.

1. Click **Settings > Deploy Agent**.
2. In Connection Status, verify that the Agent Connection icon is green.



**Note:** A red Agent connection icon indicates that the Agent is disconnected.

3. To deploy Agents using a connected computer, select a computer with a green icon next to it. The computer you selected becomes the Deployment Server.
4. Go back to the **Inventory** page, select the computers you want to install the Agent on, and click **Deploy Agent**.  
The new Deployment Server installs the Agent on the targeted systems.

The Agents check in after the installation completes. If none of the targeted computer's Agent Connection icons change from white to green, verify that the account you specified for the installation is valid.

