FUJITSU Software
Systemwalker Desktop Keeper

Centralized Management Guide

Windows

Preface

Purpose of This Guide

This document explains how to centrally manage the following products deployed at sites within and outside Japan.

- Systemwalker Desktop Keeper V15.1.3

Intended Readers

This guide is for readers who construct/apply information protection systems using Systemwalker Desktop Keeper.

This guide assumes readers have the following knowledge:

- General knowledge of PCs

- General knowledge of Microsoft(R) Windows

- General knowledge of the Internet

- General knowledge of VMware View(R) (when installing client (CT) in the VMware View(R) environment)

- General knowledge of Google Android(TM) (when installing the smart device (agent) (Android))

- General knowledge of iOS (when installing the smart device (agent) (iOS))

Structure of This Guide

The structure of this guide is as follows:

Location of This Guide

The location of this guide in Systemwalker Desktop Keeper manuals is as follows.

Manual Name	Content
Release Information	This guide describes the additional features and incompatibility information of Systemwalker Desktop Keeper.
User's Guide	This guide describes the summary and the operating environment of Systemwalker Desktop Keeper.
Installation Guide	This guide describes the installation settings, as well as maintenance and management measures for Systemwalker Desktop Keeper.
User's Guide for Administrator	This guide describes how to use Systemwalker Desktop Keeper.
User's Guide for Client (Note)	This guide describes the function summary and operation methods of Systemwalker Desktop Keeper Export Utility.
Reference Manual	This manual describes the commands, files, messages and port numbers used in Systemwalker Desktop Keeper.

Manual Name	Content
Centralized Management Guide (This Guide)	This guide explains how to centrally manage Systemwalker Desktop Keeper deployed at sites within and outside Japan.
Troubleshooting Guide	This guide describes the causes and processing methods for assumed exceptions in Systemwalker Desktop Keeper.

Note: "User's Guide for Client" can also be viewed from the "Help" menu of the Systemwalker Desktop Keeper Export Utility.

Notations

For the convenience of description, this guide uses the following symbols and abbreviations.

Symbols Used in Commands

This subsection describes the symbols used in examples of commands.

Meaning of symbols

Symbol	Meaning
[ ]	Indicates that the items enclosed in these brackets can be omitted.
|	Indicates that one of the items separated by this symbol should be specified.

Abbreviations

The manual uses abbreviations of the following products.

Product Name	Abbreviation
Systemwalker Desktop Keeper Base Edition V12.0L20	BEV12.0L20
Systemwalker Desktop Keeper Base Edition V13.0.0	BEV13.0.0
Systemwalker Desktop Keeper Base Edition V13.2.0	BEV13.2.0
Systemwalker Desktop Keeper Standard Edition V12.0L20	SEV12.0L20
Systemwalker Desktop Keeper Standard Edition V13.0.0	SEV13.0.0
Systemwalker Desktop Keeper Standard Edition V13.2.0	SEV13.2.0
Systemwalker Desktop Keeper V14g (14.2.0)	V14.2.0
Systemwalker Desktop Keeper V15.1.0 Systemwalker Desktop Keeper V15.1.1 Systemwalker Desktop Keeper V15.1.2 Systemwalker Desktop Keeper V15.1.3	V15.1.0
Windows(R) Internet Explorer(R) 7 Windows(R) Internet Explorer(R) 8 Windows(R) Internet Explorer(R) 9 Windows(R) Internet Explorer(R) 10 Windows(R) Internet Explorer(R) 11	Internet Explorer(R)

The manual uses abbreviations of the following operation systems.

OS	Abbreviation
Microsoft(R) Windows Server(R) 2016 Datacenter Microsoft(R) Windows Server(R) 2016 Standard Microsoft(R) Windows Server(R) 2016 Essentials	Windows Server(R) 2016
Microsoft(R) Windows Server(R) 2012 R2 Datacenter Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials	Windows Server(R) 2012 R2

OS	Abbreviation
Microsoft(R) Windows Server(R) 2016 Datacenter Microsoft(R) Windows Server(R) 2016 Standard Microsoft(R) Windows Server(R) 2016 Essentials	Windows Server(R) 2016
Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2012 Foundation Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Essentials Microsoft(R) Windows Server(R) 2012 R2 Datacenter Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials	Windows Server(R) 2012
Microsoft(R) Windows Server(R) 2008 Foundation Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Enterprise Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 R2 Foundation Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise Microsoft(R) Windows(R) Small Business Server 2011 Essentials	Windows Server(R) 2008 (*1)
Windows(R) 10 Home Windows(R) 10 Pro Windows(R) 10 Enterprise Windows(R) 10 Education	Windows(R) 10 (*1)
Windows(R) 8.1 Enterprise Windows(R) 8.1 Pro Windows(R) 8.1	Windows(R) 8.1 (*1)
Windows(R) 8 Enterprise Windows(R) 8 Pro Windows(R) 8	Windows(R) 8 (*1)
Windows(R) 7 Ultimate Windows(R) 7 Enterprise Windows(R) 7 Professional Windows(R) 7 Home Premium	Windows(R) 7 (*1)
Windows Vista(R) Home Basic Windows Vista(R) Home Premium Windows Vista(R) Business Windows Vista(R) Enterprise Windows Vista(R) Ultimate	Windows Vista(R) (*1)
Microsoft(R) Windows Server(R) 2016 Datacenter Microsoft(R) Windows Server(R) 2016 Standard Microsoft(R) Windows Server(R) 2016 Essentials Microsoft(R) Windows Server(R) 2012 Datacenter Microsoft(R) Windows Server(R) 2012 Foundation Microsoft(R) Windows Server(R) 2012 Standard Microsoft(R) Windows Server(R) 2012 Essentials Microsoft(R) Windows Server(R) 2012 R2 Datacenter Microsoft(R) Windows Server(R) 2012 R2 Foundation Microsoft(R) Windows Server(R) 2012 R2 Standard Microsoft(R) Windows Server(R) 2012 R2 Essentials Microsoft(R) Windows Server(R) 2008 Foundation Microsoft(R) Windows Server(R) 2008 Standard Microsoft(R) Windows Server(R) 2008 Enterprise	Windows

OS	Abbreviation
Microsoft(R) Windows Server(R) 2016 Datacenter Microsoft(R) Windows Server(R) 2016 Standard Microsoft(R) Windows Server(R) 2016 Essentials	Windows Server(R) 2016
Microsoft(R) Windows Server(R) 2008 Standard without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 Enterprise without Hyper-V(TM) Microsoft(R) Windows Server(R) 2008 R2 Foundation Microsoft(R) Windows Server(R) 2008 R2 Standard Microsoft(R) Windows Server(R) 2008 R2 Enterprise Microsoft(R) Windows(R) Small Business Server 2011 Essentials Windows Vista(R) Home Basic Windows Vista(R) Home Premium Windows Vista(R) Business Windows Vista(R) Enterprise Windows Vista(R) Ultimate Windows(R) 7 Ultimate Windows(R) 7 Enterprise Windows(R) 7 Professional Windows(R) 7 Home Premium Windows(R) 8 Enterprise Windows(R) 8 Pro Windows(R) 8 Windows(R) 8.1 Enterprise Windows(R) 8.1 Pro Windows(R) 8.1 Windows(R) 10 Home Windows(R) 10 Pro Windows(R) 10 Enterprise Windows(R) 10 Education	
Android(TM) 3.0 - Android(TM) 7.0	Android
iOS 5.0 - iOS 10.1	iOS

*1: For commands and file saving locations, especially when they are differentially noted under the 64-bit edition, the abbreviations are as follows:

- Windows Server(R) 2008 64-bit Edition

- Windows Server(R) 2008 R2

- Windows Vista(R) 64-bit Edition

- Windows(R) 7 64-bit Edition

- Windows(R) 8 64-bit Edition

- Windows(R) 8.1 64-bit Edition

- Windows(R) 10 64-bit Edition

Japanese and global versions

This document refers to Systemwalker Desktop Keeper shipped within Japan as the "Japanese version".

This document refers to Systemwalker Desktop Keeper shipped outside Japan as the "global version".

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Contents

Chapter 1 Operational Configurations

This chapter describes the operational configurations for centralized management.

Using a single Management Server to manage clients (CTs) and smart devices deployed within and outside Japan is called centralized management. There are two operational configurations for centralized management:

- Centralized management from sites in Japan

  This operational configuration uses the Japanese version of the Master Management Server located in Japan to manage clients (CTs) and smart devices deployed within and outside Japan.

- Centralized management from sites outside Japan

  This operational configuration uses the global version of the Master Management Server located outside Japan to manage clients (CTs) and smart devices deployed within and outside Japan.

1.1 Performing Centralized Management Using the Japanese Version of the Master Management Server

This operational configuration consists of sites in Japan using the Japanese version of the Master Management Server to perform centralized management.

This section explains how to install each component of Systemwalker Desktop Keeper, and the display locale of each window.

Master Management Server and Relay Server

Install the Master Management Server and Relay Server in Japan from the Japanese version of the installation media.

OS (locale)	Component	Installation method	Window display
Japanese	Master Management Server	Install from the Japanese version of the installation media.	Japanese
	Relay Server		

Management Server, Management Console, and Clients (CTs)

The following table shows the relationship between the installation method for each component and the window displays.

Installation location	OS (locale)	Component	Installation method	Window display
Japan	Japanese	Management Server	Install from the Japanese version of the installation media.	Japanese
		Management Console		
		Client (CT)		
	Other than Japanese	Management Server	Install from the global version of the installation media.	English
		Management Console		
		Client (CT)		
Outside Japan	Japanese	Management Server	Install from the global version of the installation media.	English
		Management Console		
		Client (CT)		
	Other than Japanese	Management Server	Install from the global version of the installation media.	English

Installation location	OS (locale)	Component	Installation method	Window display
		Management Console	- 2 -	
		Client (CT)		

Web console

Windows are displayed according to the language that you installed on the connection destination Master Management Server or Management Server, regardless of the locale of the web console.

Browser (locale)	Installation method	Window display	Notes
Japanese	-	Japanese and English	The window display depends on the connection destination Master Management Server or Management Server.
Other than Japanese	-		

Smart device (agent)

Use the installation procedure specific to the smart device, regardless of the locale.

After installation, windows will be displayed in Japanese or English according to the locale.

You can install the components from either the Japanese or the global version of the installation media.

Locale	Installation method	Window display
Japanese	Use the installation procedure specific to the smart device.	Japanese
Other than Japanese	Use the installation procedure specific to the smart device.	English

Refer to "Installing the Smart Device (Agent) (Android)" or "Installing the Smart Device (Agent) (iOS)" in the *Installation Guide* for details on the installation procedure specific to the smart device.

The figure below illustrates the operation that can be used when the Master Management Server is installed in Japan.

Figure 1.1 Operation when the Master Management Server is installed in Japan

1.2 Performing Centralized Management Using the Japanese Version of the Master Management Server (with the Log Analyzer)

This operational configuration consists of sites in Japan using the Japanese version of the Master Management Server and Log Analyzer Server to perform centralized management.

This section explains how to install each component of Systemwalker Desktop Keeper, and the display locale of each window.

Master Management Server, Management Server, Management Console, Relay Server, Log Analyzer Server, and Report Output Tool

When using the Log Analyzer, install the Master Management Server, Management Server, Management Console, Relay Server, Log Analyzer Server, and Report Output Tool in Japan on a Japanese-language operating system.

The Log Analyzer Server uses Shift JIS encoding to save data. Data that cannot be displayed properly in Shift JIS encoding is stored in escaped format (&#xxxx;).

OS (locale)	Component	Installation method	Window display
Japanese	Master Management Server	Install from the Japanese version of the installation media.	Japanese
	Management Server		
	Management Console		
	Relay Server		
	Log Analyzer Server		
	Report Output Tool		

Client (CT)

The following table shows the relationship between the client (CT) installation method and the window display locale.

Installation location	OS (locale)	Component	Installation method	Window display
Japan	Japanese	Client (CT)	Install from the Japanese version of the installation media.	Japanese
	Other than Japanese	Client (CT)	Install from the global version of the installation media.	English
Outside Japan	Japanese	Client (CT)	Install from the global version of the installation media.	English
	Other than Japanese	Client (CT)	Install from the global version of the installation media.	English

Web console

Windows are displayed according to the language (Japanese in this operational configuration) that you installed on the connection destination Master Management Server or Management Server, regardless of the locale of the web console.

Browser (locale)	Installation method	Window display
Japanese	-	Japanese
Other than Japanese	-	

Smart device (agent)

Use the installation procedure specific to the smart device, regardless of the locale.

After installation, windows will be displayed in Japanese or English according to the locale.
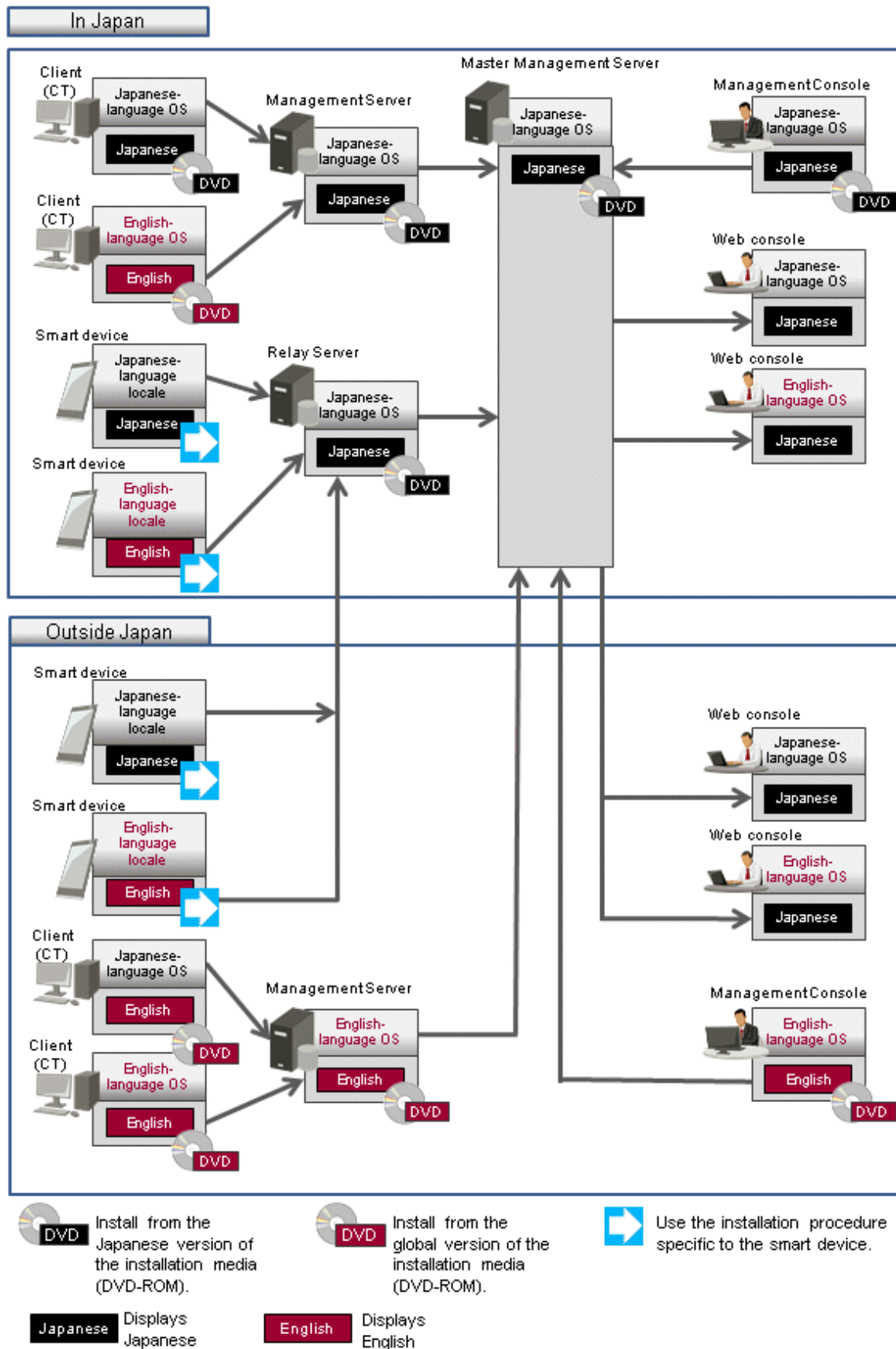
You can install the components from either the Japanese or the global version of the installation media.

Locale	Installation method	Window display
Japanese	Use the installation procedure specific to the smart device.	Japanese
Other than Japanese	Use the installation procedure specific to the smart device.	English

Refer to "Installing the Smart Device (Agent) (Android)" or "Installing the Smart Device (Agent) (iOS)" in the *Installation Guide* for details on the installation procedure specific to the smart device.

The figure below illustrates the operation that can be used when the Master Management Server and Log Analyzer Server are installed in Japan.

Figure 1.2 Operation when the Master Management Server and Log Analyzer Server are installed in Japan
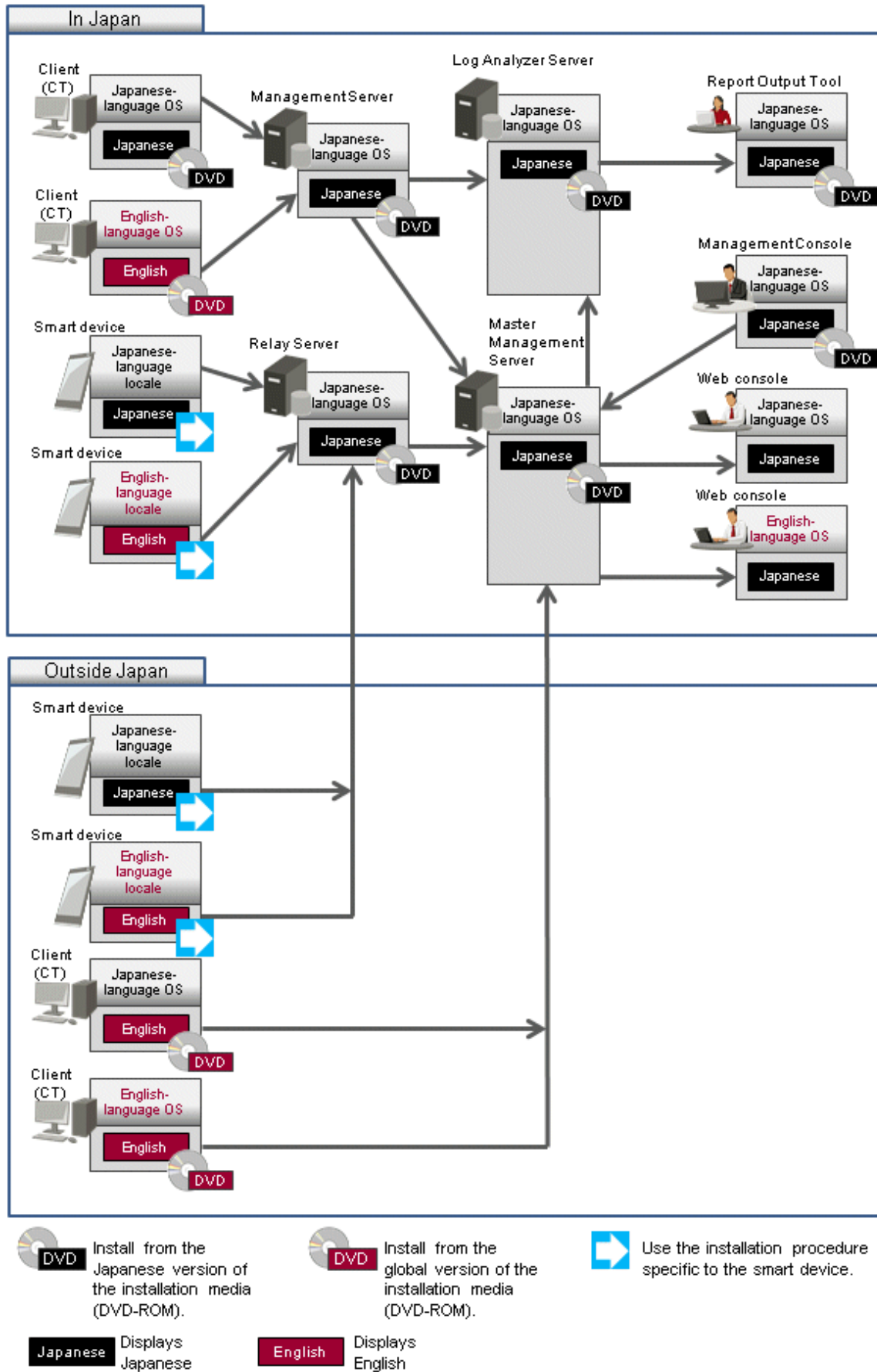
1.3 Performing Centralized Management Using the Global Version of the Master Management Server

This operational configuration consists of sites outside Japan using the global version of the Master Management Server to perform centralized management.

This section explains how to install each component of Systemwalker Desktop Keeper, and the display locale of each window.

Master Management Server and Relay Server

Install the Master Management Server and Relay Server outside Japan from the global version of the installation media.

OS (locale)	Component	Installation method	Window display
Other than Japanese	Master Management Server	Install from the global version of the installation media.	English
	Relay Server		

Management Server, Management Console, and Client (CT)

The following table shows the relationship between the installation method for each component and the window displays.

Installation location	OS (locale)	Component	Installation method	Window display
Outside Japan	Other than Japanese	Management Server	Install from the global version of the installation media.	English
		Management Console		
		Client (CT)		
	Japanese	Management Server	Install from the global version of the installation media.	English
		Management Console		
		Client (CT)		
Japan	Other than Japanese	Management Server	Install from the global version of the installation media.	English
		Management Console		
		Client (CT)		
	Japanese	Management Server	Install from the Japanese version of the installation media.	Japanese
		Management Console		
		Client (CT)		

Web console

Windows are displayed according to the language that you installed on the connection destination Master Management Server or Management Server, regardless of the locale of the web console.

Browser (locale)	Installation method	Window display	Notes
Other than Japanese	-	English or Japanese	The window display depends on the connection destination Master Management Server or Management Server.
Japanese	-		

Smart device (agent)

Use the installation procedure specific to the smart device, regardless of the locale.

After installation, windows will be displayed in Japanese or English according to the locale.

You can install the components from either the Japanese or the global version of the installation media.

Locale	Installation method	Window display
Japanese	Use the installation procedure specific to the smart device.	Japanese
Other than Japanese	Use the installation procedure specific to the smart device.	English

Refer to "Installing the Smart Device (Agent) (Android)" or "Installing the Smart Device (Agent) (iOS)" in the *Installation Guide* for details on the installation procedure specific to the smart device.

The figure below illustrates the operation that can be used when the Master Management Server is installed outside Japan.

Figure 1.3 Operation when the Master Management Server is installed outside Japan
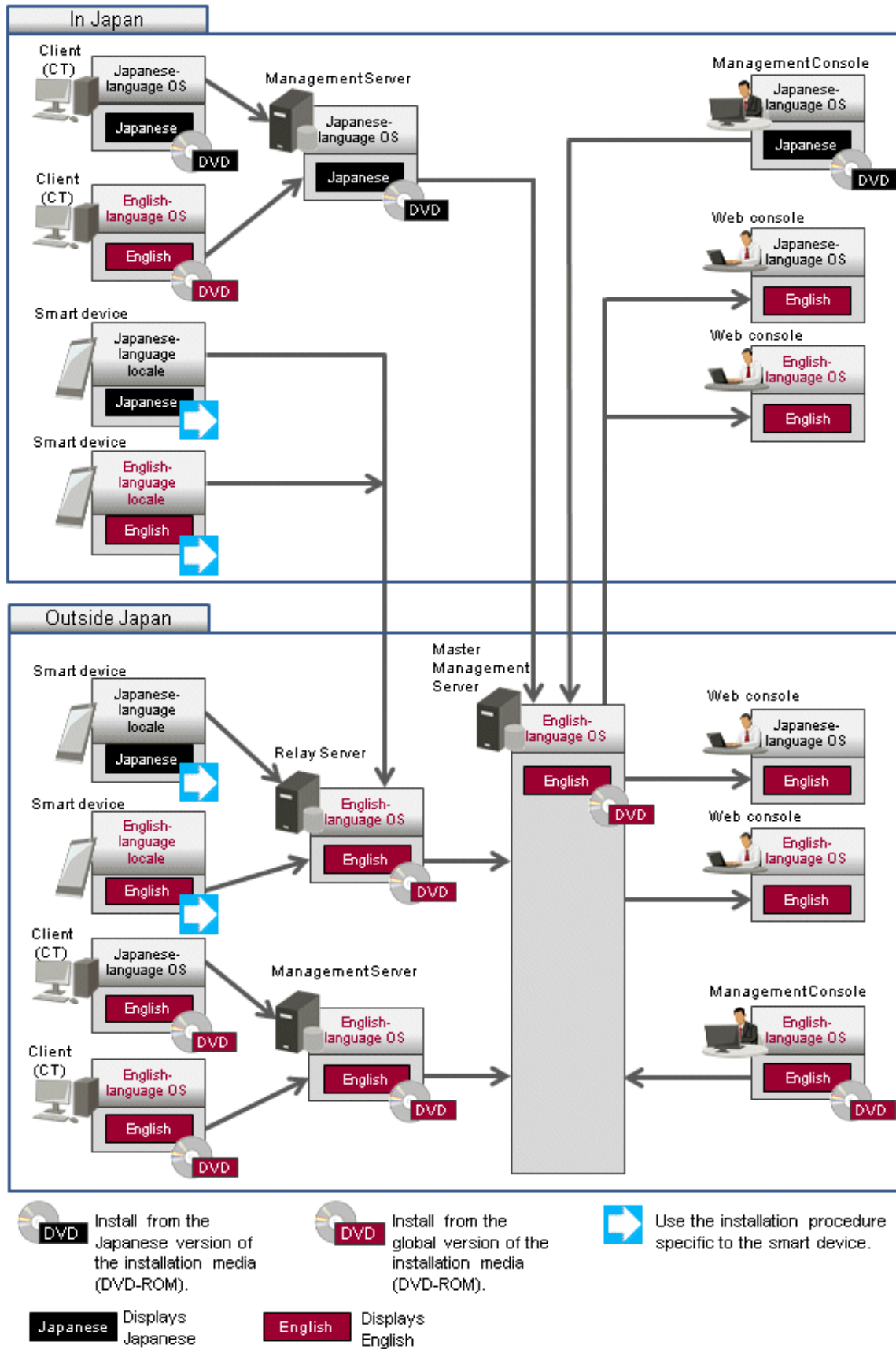
1.4 Performing Centralized Management Using the Global Version of the Master Management Server (with the Log Analyzer)

This operational configuration consists of sites outside Japan using the global version of the Master Management Server and Log Analyzer Server to perform centralized management.

This section explains how to install each component of Systemwalker Desktop Keeper, and the display locale of each window.

Master Management Server, Relay Server, Log Analyzer Server, and Report Output Tool

When using the Log Analyzer, install the Master Management Server, Relay Server, Log Analyzer Server, and Report Output Tool outside Japan on an English-language operating system.

OS (locale)	Component	Installation method	Window display
Other than Japanese	Master Management Server	Install from the global version of the installation media.	English
	Relay Server		
	Log Analyzer Server		
	Report Output Tool		

Management Server, Management Console, and Clients (CTs)

The following table shows the relationship between the installation method for each component and the window display locales.

Installation location	OS (locale)	Component	Installation method	Window display
Outside Japan	Other than Japanese	Management Server	Install from the global version of the installation media.	English
		Management Console		
		Client (CT)		
	Japanese	Management Server	Install from the global version of the installation media.	English
		Management Console		
		Client (CT)		
Japan	Other than Japanese	Management Server	Install from the global version of the installation media.	English
		Management Console		
		Client (CT)		
	Japanese	Management Server	Install from the Japanese version of the installation media.	Japanese
		Management Console		
		Client (CT)		

Web console

Windows are displayed according to the language that you installed on the connection destination Master Management Server or Management Server, regardless of the locale of the web console.

Browser (locale)	Installation method	Window display	Notes
Other than Japanese	-	English or Japanese	The window display depends on the connection destination Master Management Server or Management Server.
Japanese	-		

Smart device (agent)

Use the installation procedure specific to the smart device, regardless of the locale.

After installation, windows will be displayed in Japanese or English according to the locale.

You can install the components from either the Japanese or the global version of the installation media.

Locale	Installation method	Window display
Japanese	Use the installation procedure specific to the smart device.	Japanese
Other than Japanese	Use the installation procedure specific to the smart device.	English

Refer to "Installing the Smart Device (Agent) (Android)" or "Installing the Smart Device (Agent) (iOS)" in the *Installation Guide* for details on the installation procedure specific to the smart device.

The figure below illustrates the operation that can be used when the Master Management Server and Log Analyzer Server are installed outside Japan.

Figure 1.4 Operation when the Master Management Server and Log Analyzer Server are installed outside Japan
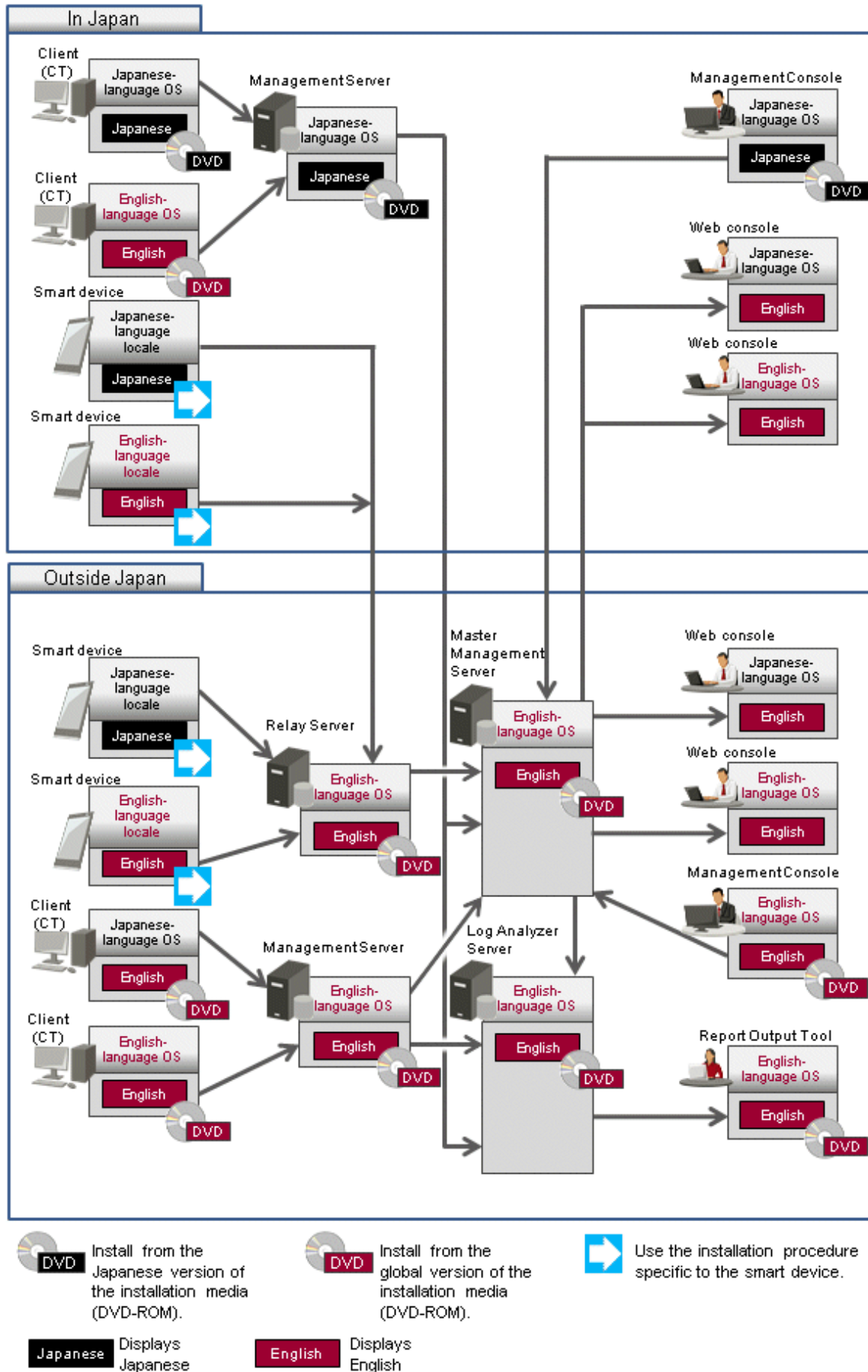
Chapter 2 Building the Operating Environment

This chapter explains how to build the operating environment for centralized management.

2.1 Building an Environment for Performing Centralized Management with the Japanese Version of the Master Management Server

This section explains how to build an environment for operation where the Master Management Server is installed in Japan and Management Servers are installed at various sites in Japan and outside Japan.

Refer to "Chapter 1 Operational Configurations" for details on the relationship between the locale and the installation media.

If you use the Log Analyzer, the environment must conform to the operational configuration that is described in "1.2 Performing Centralized Management Using the Japanese Version of the Master Management Server (with the Log Analyzer)".

2.1.1 Performing Centralized Management in a New Installation Environment

This section explains how to build the environment when centralized management will be performed in a new installation environment.

2.1.1.1 Installing and Building Components

Build an environment in accordance with the *Installation Guide*. The section to be referenced within the manual is indicated below.

Constructing the Master Management Server

Refer to "Construct Management Server/Master Management Server" in the *Installation Guide* for details.

Constructing a Management Server

Refer to "Construct Management Server/Master Management Server" in the *Installation Guide* for details.

Installing the Management Console

Refer to "Install Management Console" in the *Installation Guide* for details.

Installing a client (CT)

Refer to "Install Client (CT)" in the *Installation Guide* for details.

Installing the Citrix XenApp Monitoring Function

Refer to "Install Citrix XenApp Monitoring Function" in the *Installation Guide* for details.

The Citrix XenApp monitoring function is not available outside Japan, so you cannot install it on terminals deployed outside Japan.

Constructing the Log Analyzer Server

Refer to "Construct Log Analyzer Server" in the *Installation Guide* for details.

Constructing the Report Output Tool environment

Refer to "Construct Environment of Report Output" in the *Installation Guide* for details.

Building the Relay Server environment

Refer to "Building a Relay Server Environment" in the *Installation Guide*.

Installing a smart device (agent)

Refer to "Installing the Smart Device (Agent) (Android)" and "Installing the Smart Device (Agent) (iOS)" in the *Installation Guide* for details.

2.1.1.2 Switching the Encoding

Follow the relevant procedure below to perform centralized management during operation that uses the Log Analyzer Server.

1. Using the Server Settings Tool of the Management Server, set the I/O file encoding to UTF-8.

    Refer to "Steps of Server Environment Setup" in "Set Environment of Management Server/Master Management Server" in the *Installation Guide* for details.

2. On the Management Server, transfer administrator information.

    Refer to "Set Log Analyzer environment on Management Server/Master Management Server" in "Set Log Analyzer Server Environment" in the *Installation Guide* for details.

3. On the Log Analyzer Server, import administrator information.

    Refer to "Configuring the Log Analyzer Environment on the Log Analyzer Server" in "Set Log Analyzer Server Environment" in the *Installation Guide* for details.

2.1.2 Performing Centralized Management in an Existing Environment

This section explains how to build the environment when centralized management will be performed in an existing environment.

2.1.2.1 Upgrading Components

Upgrade the components if the existing environment is not V15.1.0.

Upgrading the Master Management Server

Follow the procedure below to upgrade the Master Management Server or transfer data.

Upgrading on the same server

Follow the procedure below for upgrading on the same server.

Refer to "Upgrading the Management Server/Master Management Server" in the *Installation Guide* for details.

No.	From V12	From V13	From V14		From V15
			V14.0/V14.1	V14.2/V14.3	
1	Log on to the Master Management Server				
2	Stop the Level Control Service and server service				
3	Install and set IIS		-	-	-
4	Back up management information and log information				
5	-	-	-	Delete the Log Viewing Database	
6	Delete the Operation Database (when upgrading from V12)	Delete the Operation Database (when upgrading from V13.0 to V15.0)			
7	-	Uninstall the database			-
8	Overwrite-install the Master Management Server				
9	Construct the Operation Database				
10	Restore management information and log information				
11	Set IIS		-	-	-

No.	From V12	From V13	From V14		From V15
			V14.0/V14.1	V14.2/V14.3	
12	Set the server environment				
13	-	-	-		Construct the Log Viewing Database

Upgrading on a different server

Follow the procedure below for upgrading on a different server.

Refer to "Upgrading the Management Server/Master Management Server" in the *Installation Guide* for details.

No.	From V12	From V13	From V14		From V15
			V14.0/V14.1	V14.2/V14.3	
1	Log on to the old Master Management Server				
2	Stop the Level Control Service and server service of the old Master Management Server				
3	Back up management information and log information of the old Master Management Server				
4	Copy the management information and log information that you backed up on the old Master Management Server to the new Master Management Server				
5	Install and set IIS on the new Master Management Server	-	-	-	
6	Newly install the new Master Management Server				
7	Restore management information and log information on the new Master Management Server				
8	Set IIS on the new Master Management Server	-	-	-	
9	Configure the environment of the new Master Management Server				

Upgrading a Management Server

Follow the procedure below to upgrade the Management Server or transfer data.

Upgrading on the same server

Follow the procedure below for upgrading on the same server.

Refer to "Upgrading the Management Server/Master Management Server" in the *Installation Guide* for details.

No.	From V12	From V13	From V14		From V15
			V14.0/V14.1	V14.2/V14.3	
1	Log on to the Management Server				
2	Stop the Level Control Service and server service				
3	Install and set IIS	-	-	-	
4	Back up management information and log information				
5	-	-	-		Delete the Log Viewing Database
6	Delete the Operation Database (when upgrading from V12)	Delete the Operation Database (when upgrading from V13.0 to V15.0)			
7	-	Uninstall the database			-
8	Overwrite-install the Management Server				
9	Construct the Operation Database				

No.	From V12	From V13	From V14		From V15
			V14.0/V14.1	V14.2/V14.3	
10	Restore management information and log information				
11	Set IIS		-	-	-
12	Set the server environment				
13	-	-	-	Construct the Log Viewing Database	

Upgrading on a different server

Follow the procedure below for upgrading on a different server.

Refer to "Upgrading the Management Server/Master Management Server" in the *Installation Guide* for details.

No.	From V12	From V13	From V14		From V15
			V14.0/V14.1	V14.2/V14.3	
1	Log on to the old Management Server				
2	Stop the Level Control Service and server service of the old Management Server				
3	Back up management information and log information of the old Management Server				
4	Copy the management information and log information that you backed up on the old Management Server to the new Management Server				
5	Install and set IIS on the new Management Server		-	-	-
6	Newly install the new Management Server				
7	Restore management information and log information on the new Management Server				
8	Set IIS on the new Management Server		-	-	-
9	Configure the environment of the new Management Server				

Upgrading the Management Console

Refer to "Upgrading the Management Console" in the *Installation Guide* for details.

Upgrading the client (CT)

Refer to "Upgrading the client (CT)" in the *Installation Guide* for details.

Upgrading the Citrix XenApp Monitoring Function

Refer to "Version Upgrade of Citrix XenApp Monitoring Function" in the *Installation Guide* for details.

The Citrix XenApp monitoring function is not available outside Japan, so you cannot install it on terminals deployed outside Japan.

Upgrading the Log Analyzer Server

Refer to "Upgrading the Log Analyzer Server" in the *Installation Guide* for details. Read "old version of the Log Analyzer Server" for "Systemwalker Desktop Log Analyzer Management Server".

Upgrading the Report Output Tool

Refer to "Upgrading the Report Output Tool" in the *Installation Guide* for details.

Upgrading the Relay Server

Refer to "Upgrade Relay Server" in the *Installation Guide* for details.

Upgrading a smart device (agent)

Refer to "Upgrading a Smart Device (Agent)" in the *Installation Guide* for details.

2.1.2.2 Changing the Operating Environment

Changing the operating environment includes cases where you add the global version of the Management Server to the Japanese version of the Master Management Server, or change the connection destination of a client (CT) that is connected to the global version of the Management Server.

Refer to the relevant sections indicated below in "Change Operating Environment" in the *User's Guide for Administrator* for details.

When changing the operating environment for the Management Server

- "Change System Structure from 2-level to 3-level"

- "Add/Delete Management Server in 3-level System Structure"

When changing the operating environment for a client (CT)

- "Change CT Environment"

  - "Change Management Server/Master Management Server To Be Connected"

When changing the operating environment for the Management Console

- "Change Management Console Environment"

2.1.2.2.1 After changing the connection destination Master Management Server for the Management Server

If you change the Master Management Server that the Management Server connects to, you must perform the following tasks:

- Change the Link with Active Directory settings on the Management Server in line with the Link with Active Directory settings on the new connection destination Master Management Server. Refer to "Change Import Method of Configuration Information" in the *User's Guide for Administrator* for details.

- Change the user information management settings on the Management Server in line with the user information management settings on the new connection destination Master Management Server. Refer to "Change Management Method of User Information" in the *User's Guide for Administrator* for details.

  If managed user information is different before and after the connection destination is changed, configure the following settings:

  - To continue to use the previous user information, transfer the information to the new Master Management Server. Using DTKTBLCV.EXE (transfer user definition command), transfer the information set on each Management Server to the Master Management Server. Refer to "DTKTBLCV.EXE (Transfer User Definition)" in the *Reference Manual* for details on this command.

  - You do not need to configure any particular settings if using the user information that is collectively managed on the new Master Management Server.

  If department administrator information is different before and after the connection destination is changed, configure the settings again. Refer to "Set administrator information" in the *Installation Guide* for details.

- To continue to use the previous USB device information, transfer the information to the new Master Management Server. Refer to "Register the USB/PC Card" in the *User's Guide for Administrator* for details.

2.1.2.2.2 Changing the connection destination (Master) Management Server for the Relay Server

If you change the Master Management Server when performing centralized management or make a similar change, you must change the connection destination (Master) Management Server for the Relay Server. In such cases, follow the procedure below:

- Change the settings on the connection destination (Master) Management Server

  Configure the following settings on the connection destination (Master) Management Server:

1. Construct an iOS Management Database

   To manage an iOS device and use the iOS Management Database on the new Management Server, refer to "Construct Database" in the *Installation Guide* and construct an iOS Management Database.

2. Configure the publishing setting for the database (Management Server change destination)

   Follow the procedure in "Configuring the Publishing Settings for the Database (Master Management Server or Management Server)" in "Building a Relay Server Environment" in the *Installation Guide*.

- Change the settings on the Relay Server

  On the Relay Server, follow the procedure below:

  - When managing Android devices

    1. Use SDSVService.bat (Start/Stop Service of Relay Server) to stop the service of the Relay Server.

    2. Use SDSVSetMS.exe (Change Configuration of Relay Server) to change the Systemwalker Desktop Keeper (Master) Management Server IP address and port number registered on the Relay Server to the IP address and port number of the new (Master) Management Server.

       This procedure is also performed when iOS smart devices/Windows devices are managed. If managing iOS devices/ Windows devices as well, execute this only once.

    3. Use SDSVService.bat (Start/Stop Service of Relay Server) to start the service of the Relay Server.

  - When managing iOS devices

    1. Use SDSVService.bat (Start/Stop Service of Relay Server) to stop the service of the Relay Server.

    2. Use SDSVSetMS.exe (Change Configuration of Relay Server) to change the Systemwalker Desktop Keeper (Master) Management Server IP address and port number registered on the Relay Server to the IP address and port number of the new (Master) Management Server.

       This procedure also applies to managed Android devices/Windows devices. If managing Android devices/Windows devices as well, execute this only once.

    3. If you performed steps 1 and 2 in "Change the settings on the connection destination (Master) Management Server", follow the procedure below:

       a. Use SDSVSetMS.exe (Change Configuration of Relay Server) to change the iOS Management Database IP address and port number registered on the Relay Server to the change destination IP address and port number.

       b. Use swss_ImportAppleCert.bat (Register Apple Inc. Certificate) to install the MDM certificate that you prepared in "Advance preparation for managing iOS devices" in the *Installation Guide*.

    4. Use SDSVService.bat (Start/Stop Service of Relay Server) to start the service of the Relay Server.

    Refer to "Command Reference" in the *Reference Manual* for details on commands.

  - When managing Windows devices

    1. Use SDSVService.bat (Start/Stop Service of Relay Server) to stop the service of the Relay Server.

    2. Use SDSVSetMS.exe (Change Configuration of Relay Server) to change the Systemwalker Desktop Keeper (Master) Management Server IP address and port number registered on the Relay Server to the IP address and port number of the destination (Master) Management Server.
       This procedure also applies to managed Android/iOS devices. If managing Android/iOS devices as well, execute this only once.

    3. Use SDSVService.bat (Start/Stop Service of Relay Server) to stop the service of the relay server.

  - When managing both Android/iOS devices and Windows devices

    Configure all the settings for the devices you are managing. For example, if you are managing Android and Windows devices, configure the settings used when managing Android devices and configure the settings used when managing Windows devices.

- Change the settings on the client (CT) and the smart device (agent)

  Configure the following settings on the client (CT) and the smart device (agent) that is connected to the Relay Server:

- When managing Android devices

    1. On the Android device, the user must start the installed agent (Desktop Keeper Client) and tap **Sync now** to synchronize with the Relay Server.

- When managing iOS devices

    1. Follow the procedure in "Uninstalling the Smart Device (Agent) (iOS)" in the *Installation Guide*, and uninstall the CA certificate (server), CA certificate (client), and MDM profile.

    2. Follow the procedure in "Installing the Smart Device (Agent) (iOS)" in the *Installation Guide*, and install the smart device (agent) (iOS) again.

- When managing Windows devices

    1. To notify the CT information to the (Master) Management Server that the client (CT) connects to, execute the following command from the command prompt on the client (CT).

    ```
    fsw11ej7.exe password /R
    ```

    password: Enter the password specified during installation of the client (CT).

    2. Restart the client (CT).

- When managing both Android/iOS devices and Windows devices

    Configure all the settings for the devices you are managing. For example, if you are managing Android and Windows devices, configure the settings used when managing Android devices and configure the settings used when managing Windows devices.

    Refer to "Command Reference" in the *Reference Manual* for details on commands.

2.1.2.2.3 Changing the connection destination Relay Server for the client (CT) and the smart device (agent)

If performing centralized management using multiple Relay Servers, some of which you built using the Japanese version and some of which you built using the global version, you must collect the client (CT) and the smart devices (agents) on only one Relay Server. Follow the procedure below to change the connection destination Relay Server for the client (CT) and the smart device (agent).

- Change the settings on the client (CT) and the smart device (agent)

    Configure the following settings on the client (CT) and the smart device (agent) that is connected to the Relay Server:

    - When managing Android devices

        1. Notify the Android device users of the URL to synchronize with the Relay Server.

        2. On the Android device, a user who was notified of the URL must start the installed agent (Desktop Keeper Client), change the URL for synchronization to the provided URL, and tap **Sync now** to synchronize with the Relay Server.

    - When managing iOS devices

        1. Follow the procedure in "Uninstalling Smart Device (Agent) (iOS)" in the *Installation Guide*, and uninstall the CA certificate (server), CA certificate (client), and MDM profile.

        2. Follow the procedure in "Installing the Smart Device (Agent) (iOS)" in the *Installation Guide*, and install the smart device (agent) (iOS) again.

    - When managing Windows devices

        1. Refer to "Change CT Environment" > "Changing the Connection Destination from a Management Server to Relay Server, or Relay Server to Management Server" in the *User's Guide for Administrator* for details on changing the relay server targeted for connection.

    - When managing both Android/iOS devices and Windows devices

        Configure all the settings for the devices you are managing. For example, if you are managing Android and Windows devices, configure the settings used when managing Android devices and configure the settings used when managing Windows devices.

2.1.2.3 Switching the Encoding

Follow the relevant procedure below to perform centralized management during operation that uses the Log Analyzer Server.

1. Using the Server Settings Tool of the Management Server, set the I/O file encoding to UTF-8.

   Refer to "Steps of Server Environment Setup" in "Set Environment of Management Server/Master Management Server" in the *Installation Guide* for details.

2. On the Management Server, transfer administrator information.

   Refer to "Set Log Analyzer environment on Management Server/Master Management Server" in "Set Log Analyzer Server Environment" in the *Installation Guide* for details.

3. On the Log Analyzer Server, import administrator information.

   Refer to "Configuring the Log Analyzer Environment on the Log Analyzer Server" in "Set Log Analyzer Server Environment" in the *Installation Guide* for details.

2.2 Building an Environment for Performing Centralized Management with the Global Version of the Master Management Server

This section explains how to build an environment for operation where the Master Management Server is installed outside Japan and Management Servers are installed at various sites in Japan and outside Japan.

Refer to "Chapter 1 Operational Configurations" for details on the relationship between the locale and the installation media.

2.2.1 Performing Centralized Management in a New Installation Environment

Refer to "2.1.1.1 Installing and Building Components" for details on how to build an environment for performing centralized management in a new installation environment.

2.2.2 Performing Centralized Management in an Existing Environment

This section explains how to build the environment when centralized management will be performed in an existing environment.

2.2.2.1 Upgrading Components

Upgrade the components if the existing environment is not V15.1.0.

Refer to "2.1.2.1 Upgrading Components" for details.

2.2.2.2 Changing the Operating Environment

Changing the operating environment includes cases where you add the Japanese version of the Management Server to the global version of the Master Management Server, or change the connection destination of a client (CT) that is connected to the Japanese version of the Management Server.

Refer to "2.1.2.2 Changing the Operating Environment" for details.

Chapter 3 Functional Differences between the Japanese Version and the Global Version

This chapter describes the functional differences between the Japanese version and the global version.

3.1 Features not Available in the Global Version

The following table lists the features that cannot be set or used in the global version of the Management Console and features that cannot be used in the global version of the client (CT).

No.	Feature	Management Console	Client (CT)
1	Encryption export feature of the File Export Utility	Cannot be set	Cannot be used
2	Automatic attachment of encrypted files to email software	-	Cannot be used
3	Command log retrieval	Cannot be set	Cannot be used
4	Logon prohibition	Cannot be set (*1)	Cannot be used (*2)
5	E-mail attachment prohibition	Cannot be set	Cannot be used
6	Recipient address confirmation during e-mail sending	Cannot be set	Cannot be used
7	USB device individual identification	Can be set	Can be used (*3)
8	XenApp monitoring	Not provided	Not provided
9	All-in-one printer linkage	Not provided	Cannot be used

*1: Can be set for Microsoft accounts only.

*2: Can be prohibited for Microsoft accounts only.

*3: Particular USB devices that are available only outside Japan are not supported.

The sections below describe the differences in the windows of the global version when a feature is unavailable.

3.1.1 Encryption Export Feature of the File Export Utility

The encryption export feature of the File Export Utility is not available.

Figure 3.1 Management Console
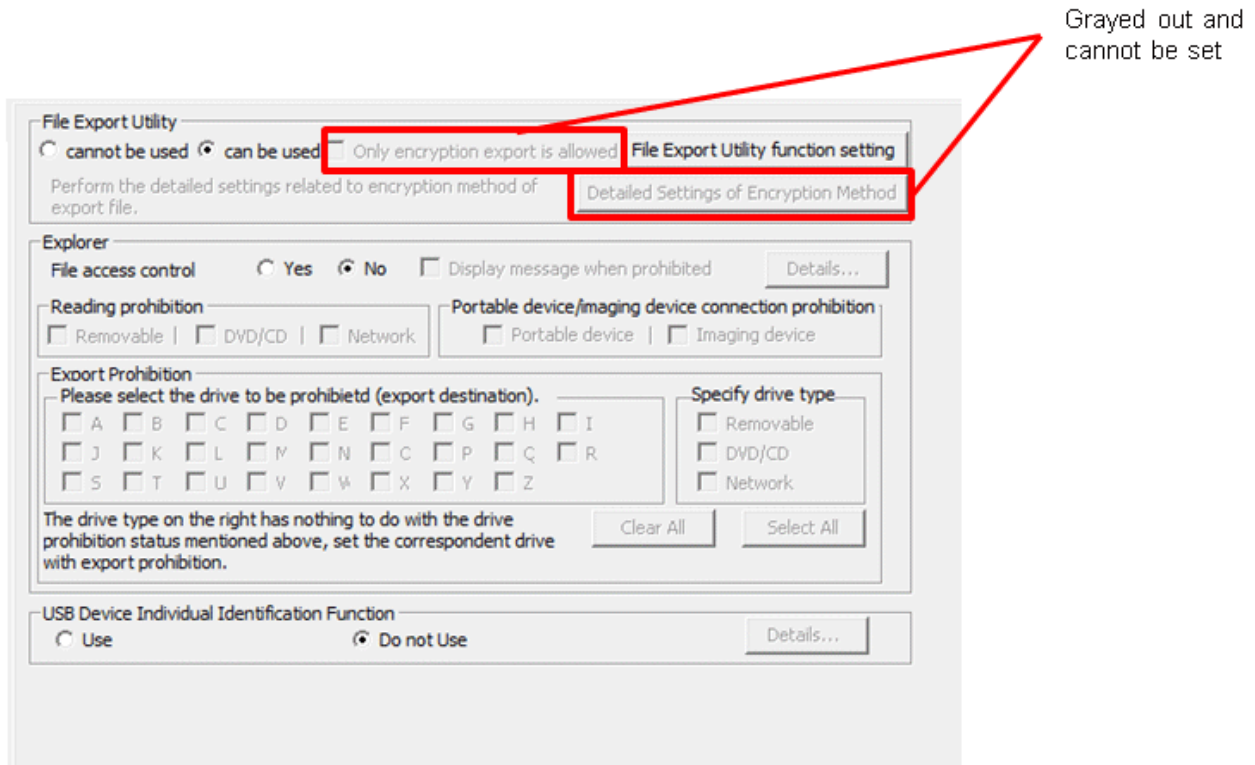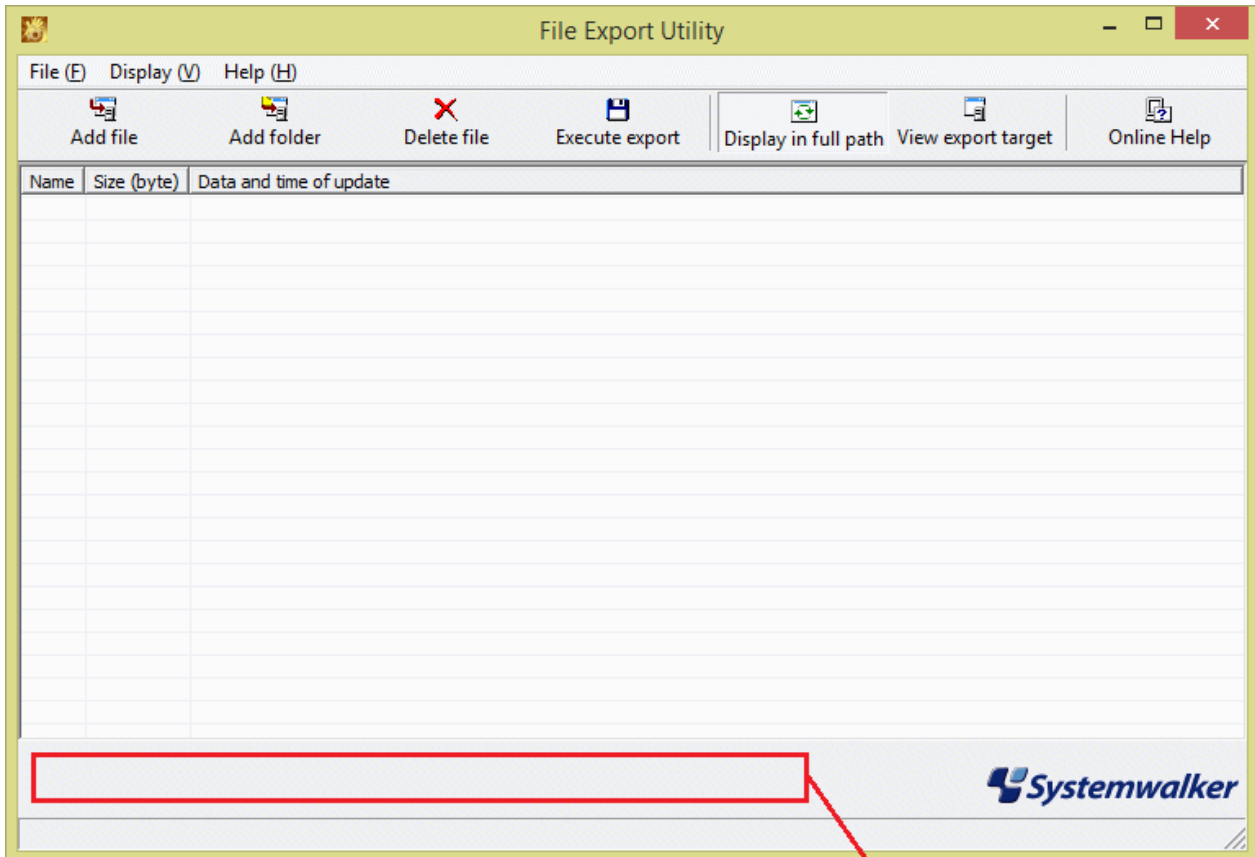
Grayed out and
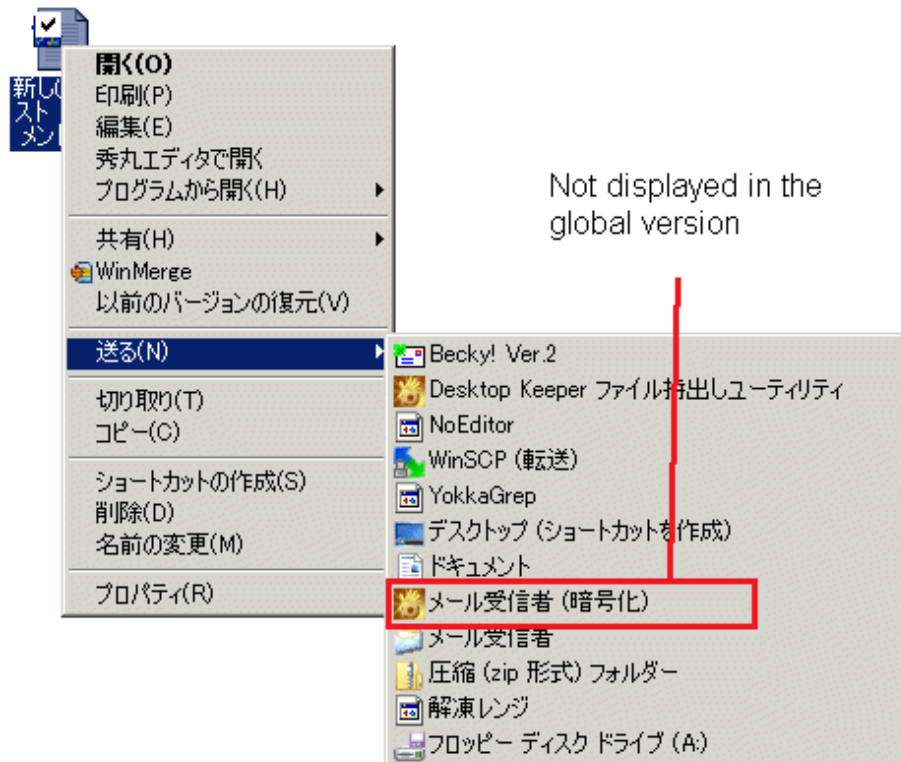cannot be set

Figure 3.2 Client (CT)

Normal export / self-decryption type encryption export / ZIP encryption export / ZIP(AES-256) encryption export selection is hidden.

3.1.2 Automatic Attachment of Encrypted Files to Email Software

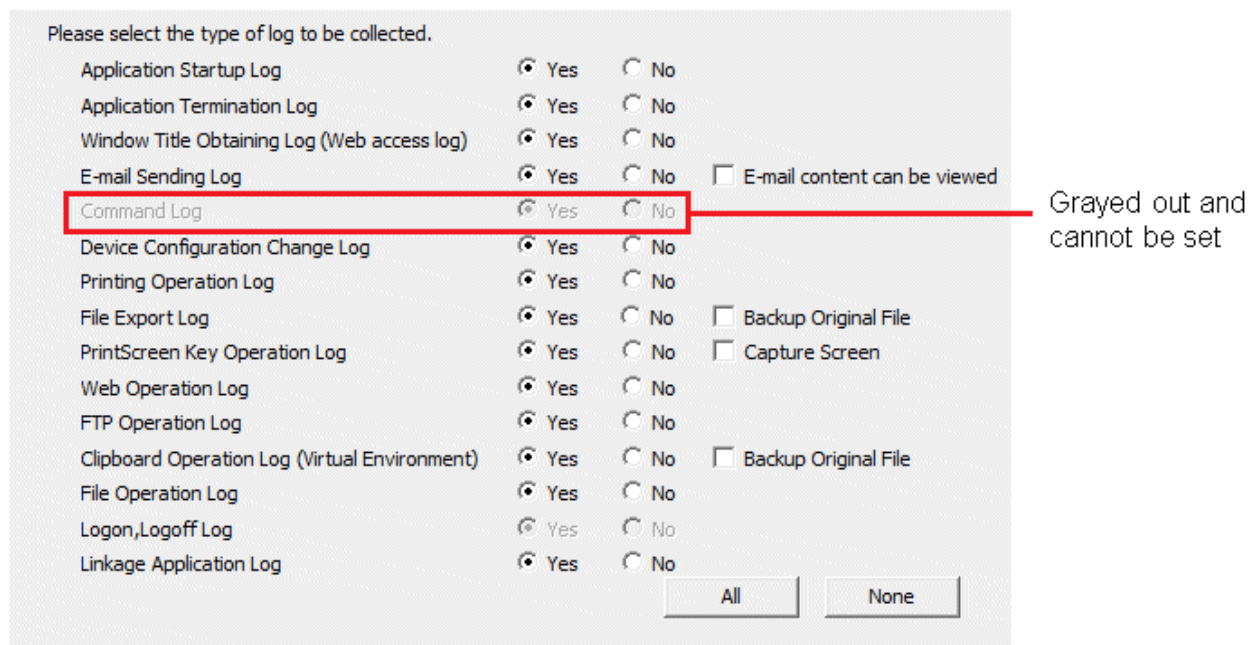Automatic attachment of encrypted files is not available.

Figure 3.3 Client (CT)

3.1.3 Command Log Retrieval

The command log cannot be retrieved.

Figure 3.4 Management Console

3.1.4 Logon Prohibition

You can set logon prohibition only for Microsoft accounts.
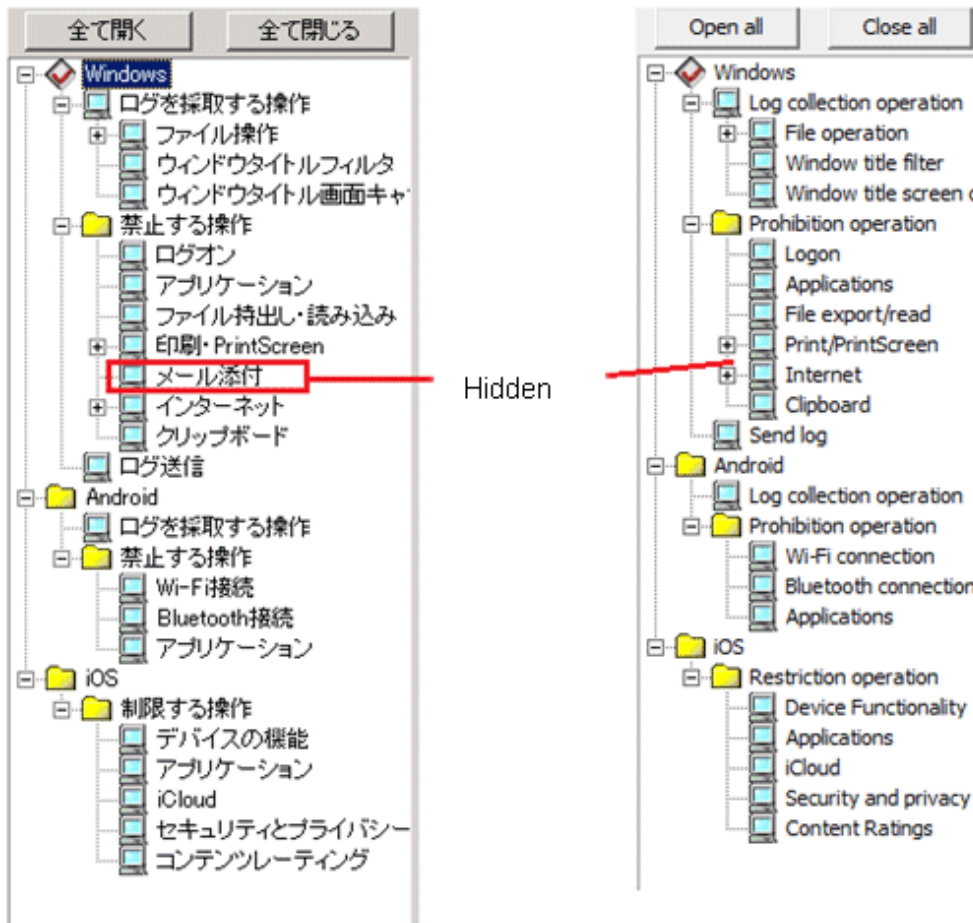
Figure 3.5 Management Console

3.1.5 E-mail Attachment Prohibition and Recipient Address Confirmation during E-mail Sending

E-mail attachment prohibition and recipient address confirmation during e-mail sending are not available.

Figure 3.6 Management Console

3.2 Scope of Features Available According to the Combination of Language Versions

The following table shows the scope of features that are available depending on the combination of language versions of the client (CT), the Management Console, the Management Server, and the Master Management Server.

Client (CT)	Connection destination Management Server and Master Management Server for the client (CT)	Management Console used to set policies	Scope of features available on the client (CT)
Japanese version	Japanese version	Japanese version	All features of the Japanese version are available.
	Global version		
	Japanese version	Global version (*1)	
	Global version		
Global version	Japanese version	Japanese version	Only features provided by the global version are available.
	Global version		
	Japanese version	Global version	
	Global version		

*1: Only features provided by the global version can be set in the global version of the Management Console. Existing settings are inherited for all other features.

Chapter 4 Notes

This chapter provides notes on centralized management.

4.1 Notes on Operation

- Data may not be displayed properly in environments where the operating system is older than Windows Server 2008 R2/Windows 7 and the language pack for the data to be displayed on the screen has not been installed.

- To use JIS2004 on Windows 2003, you must install JIS2004-compliant fonts.

- The Japanese version of the Log Analyzer still supports Windows user names containing up to 40 halfwidth or 20 fullwidth characters, but it can handle only up to 10 non-Shift-JIS characters.

4.2 Connection to an Older Version

When connecting the Management Server to the Log Analyzer Server, and the Log Analyzer Server to the Report Output Tool, you must ensure that all components are the same version.

4.3 Date and Time

Centralized management supports dates and times for multiple locales. The date and time that is displayed in each window and the dates and times to be specified in the schedules are explained below.

Displayed date and time

The date and time that is displayed in each window, file, and command is explained below.

- Date and time that is detected on the Management Server

  The Management Server operation date and time that is displayed in a window, for example, is expressed in local time.

  Example: Trace and log date and time, installation date that is displayed on the Server Settings Tool, and date and time of information that is output according to the administrator notification settings (excluding **Action when detecting the prohibition logs**)

- Date and time that is detected on a client (CT)

  The client (CT) operation date and time is expressed in local time.

  Example: Trace and log date and time, and operation log date and time

- Date and time that is detected on the Log Analyzer Server or on the Report Output Tool

  The Log Analyzer Server and Report Output Tool operation dates and times are expressed in local time.

  Example: Trace and log dates and times, dates and times in notification emails, and report output date and time

Date and time to be specified in a schedule

The dates and times to be specified in the schedules are explained below.

- Dates and times of the schedule for the Management Server

  The dates and times of scheduled events for the Management Server, such as automatic backup, linkage with other systems, and processing at a change of date, are expressed in the local time of the Management Server.

  Example: If you configure the Japanese version of the Management Server to operate at 09:00, it will operate at 09:00 Japan time.

- Dates and times of the schedule for the Log Analyzer Server and Report Output Tool

  The dates and times of the command schedule to be registered in Task Scheduler for data transfer, data import and other tasks are expressed in the local time of the Log Analyzer Server or Report Output Tool.

  Example: If you configure the Japanese version of the Log Analyzer Server to operate at 09:00, it will operate at 09:00 Japan time.

- Dates and times of the schedule for a client (CT)

  The dates and times of scheduled events for a client (CT), such as processing at a change of date, are expressed in the local time of the Management Server.

  Example: If you configure a client (CT) to operate at 09:00, it will operate based on the local time (at 09:00 at the site where it is installed, whether in Japan or outside Japan).

Date and time policy for the aggregation period

The dates and times that are used to specify the aggregation period take effect based on the local time of the client (CT).

Example: Specified aggregation period for the status window or Log Analyzer

Date and time settings of File Export Utility icon

Set the date on which File Export Utility can be started in the **Settings of File Export Utility function** window is explained below.

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Date and time confirmation method

- **Inquire Management Server**

  - **Unable to start when it is unable to obtain**

    Specify this option to make the File Export Utility unavailable while the client is offline.

    This setting prevents users from tampering with the client (CT) time and using the client (CT) while the File Export Utility is unavailable.

  - **Use Date and time of CT when it is unable to obtain**

    Specify this option to make the File Export Utility available even when the client is offline.

- **Date and time when CT is used**

  Specify this option to reduce the load of communication between the client (CT) and the Management Server.

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The date and time to be specified in **Set the date on which File Export Utility can be started** is based on the time zone of the client (CT).

Policy for date and time confirmation method		Date and time compared against **Set the date on which File Export Utility can be started**	
		Online	Offline
Inquire Management Server	**Unable to start when it is unable to obtain**	Date and time at which the Management Server date and time was converted to the time zone of the client (CT) For example, if there is an 8-hour time difference between the Management Server and the client (CT), the Management Server date and time is adjusted by 8 hours before being used.	-
Inquire Management Server	**Use Date and time of CT when it is unable to obtain**	Date and time at which the Management Server date and time was converted to the time zone of the client (CT) For example, if there is an 8-hour time difference between the Management Server and the client (CT), the Management Server date and time is adjusted by 8 hours before being used.	Local date and time of the client (CT)
Date and time when CT is used	-	Local date and time of the client (CT)	Local date and time of the client (CT)

Features that use Coordinated Universal Time (UTC)

- Administrator notification

If the time difference between the Management Server and the client (CT) is greater than the standard time (initial value: 60 minutes), this feature notifies the administrator via email of the items in M**onitoring action of CT** > **When the deviation exceeding the reference time exists** in the **Administrator Notification Settings** window or writes the items to the event log.

If there is a time difference, a comparison based on the local times of the Management Server and client (CT) will exceed the standard time, so UTC is used for the comparison.

- USB device individual identification

If you are managing USB device validity periods, you cannot use a USB device if the time difference is greater than the above-mentioned standard time. In this case, the comparison will be made against UTC.

Dates for backup

The backup tool (GUI) cannot perform backup or deletion if you specify a date later than the Management Server date.

To back up or delete an operation log whose date is later than the Management Server date, use the backup command.

Time zone

If you change the time zone, the correct date and time may not be obtained.

In this case, the operation log will be recorded with the incorrect date and time, or the feature that compares the date and time will make a false comparison.

Restart your computer immediately after changing the time zone.