

Using Client Drop for KACE



Intelligent IT Solutions



In this article we will show you how to use the client drop area for your Managed Installations.

The Client Drop can be used to directly upload installer files that are over 2Gb to its share on the K1000; this function is due to the limitations of the K1000 web interface for uploads.

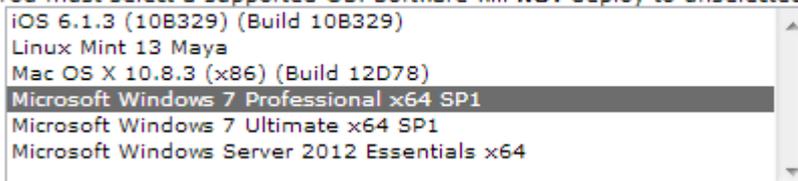
Create a Managed Installation

Best Practice steps to create a Managed Installation

- Define a TEST machine that has an agent installed with a full inventory updated and the software to be installed not currently on the machine.
- Manually install the required software onto the TEST machine and then get that machines agent to check-in.
- Identify from the TEST machines inventory the software that has just been installed. It is very important to identify the correct software title and version that the installer has created.
- Edit this new software item and be sure to select the correct OS platforms for the Managed Installations to install against;

Supported Operating Systems:

(You must select a supported OS. Software will **NOT** deploy to unselected OS types.)



- Associate the installer file to the software item. Only a single file can be associated with the software item so use 7-zip or similar to zip the contents if needed.
- If the installer file is a large file (say over 500Mb) then you can copy it to the `\\K1000\clientdrop` directory.

- Go to the [Settings > General Settings](#) page and set the Client Drop file size filter to 500Mb;

Client Drop File Size Filter

Client Drop File Size Filter: 

500 Megabytes 

This will allow files greater than 500Mb to be seen in the Inventory>Software items Associated files upload section;

Associated Files

Current File (size):

Upload & Associate File:

No file chosen

----- Select client drop file -----

test.zip

Upload & Associate Client Drop File:

In the above example, test.zip is the only file in `\\K1000\clientdrop` directory larger than 500Mb and so can be selected from the Client Drop area, or you can use the Choose file button to select an installer file from your local machine or a network drive but this has a 2GB limitation on upload through the web interface, where as the Client Drop does not.

- Software items that have an associated file can now be selected from the select software section in [Distribution > Managed Installations](#). You can manually add the command line to install with silent switches, etc. It is also a good idea to select the 'Delete Downloaded Files' checkbox if you selected manual, which cleans up the installation files that are downloaded to the installation machine.
- Change Managed Action from 'Disabled' to 'Execute Anytime'. The Managed Install will now execute after the agent checks in.
- Once the Managed Installed has been enabled and a target machine(s) are identified you can test that the Managed Install runs correctly.
- When the agent checks in a second time it should report a successful installation. Check that the software has installed correctly on both the machines inventory and/or by checking in the bottom section of the Managed Installation (in show all) to check that it identifies a successful installation.

Things to Remember

- Ensure that the software installer is correctly linked to the software title that the installer will create. If this is not done, the MI will report failed attempts.
- Ensure that the OS's have been selected in the software title.
- If more than one file is needed for the installation, zip up all files and then upload the zipped file to the K1000.
- If the uploaded file is large then use the Client Drop area and set the client drop filter so that the files can be seen and selected from the Software item.