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V7 Client Deployment Check List

Please ensure you read through the following install guide sections before deploying the FD Monitor V7 Client;

- Client Machine Folder Permissions
- Anti-Virus Software Exclusion Settings
- WAN Security (Proxy/Firewall)
- Client MSi Installation Files
- Third Party Software Installation Pre-Requisites

Note: There is a Troubleshooting Section at the back of this install guide which also includes information on the Client Redirect Tool.

FD Monitor Client Log Folder Permissions

When a v7 client is installed the following folder (and all sub folders) is automatically assigned MODIFY permissions for any login. The following folder **must retain** those permissions;

C:\ProgramData\Future Digital

If you have any Group Policies, Security Policies etc which force a designated set of permissions at each subsequent restart and/or login then these permissions may be overwritten. If so, please ensure these policies are updated accordingly.

Anti-Virus Software Exclusion Settings

The following folders should be added to your Anti-Virus Software exclusion list;

C:\Program Files\Future Digital

C:\ProgramData\Future Digital **NOTE : This folder is hidden by default.**

The following processes should also be added to your Anti-Virus Software exclusion list;

C:\Program Files\Future Digital\fdfclient.exe

C:\Program Files\Future Digital\fdfclient32.exe

C:\Program Files\Future Digital\fdfserver.exe

WAN Security (Proxy/Firewall)

Please confirm that the correct ports and protocols are available for the FD Monitor Client & Client Update Service. Ensure that the Proxy allows the specified executables to connect via the Internet through the correct ports and that the proxy allows connections to the correct IP/domains. Read your Proxy's documentation or contact the manufacturer to find out how to confirm these settings. Make sure that the perimeter firewall has exceptions for the Fu destination URL and any specified IP Address/Domain Name values below;

- The specific destination FQDN/IP values usually required for updating Firewall/Proxy rules are;

  autoupdate.fdfhost.org   {auto update service}

  s3-eu-west-1.amazonaws.com/fsl.FCclient.package.bucket   {auto update download service}

  smtp.sendgrid.net   {SMTP alert service}

  Ports and Protocols that may require updating or adding to Firewall/Proxy rules:

Function	Location	Protocol	Port
Client Communication	Between Futures client and the Futures Cloud instance Between browser and Futures Cloud Management Console	HTTPS/SSL (TCP)	443
Client Auto Update Communication	Between Futures client and the Futures Cloud Auto Update Administration Service	HTTPS/SSL (TCP)	443
Client Auto Update Download Communication	Between Futures client and the Futures Cloud Auto Update Download Service	HTTPS/SSL (TCP)	443

Client Alert Communication	Between Futures Client and the Futures Cloud SMTP Service	HTTPS/SSL (TCP/UDP)	465

Local Firewall

If you have a local firewall running on a client machine, for example Windows Firewall then you will need to allow the following client processes;

C:\Program Files\Future Digital\fdfclient.exe

C:\Program Files\Future Digital\fdfclient32.exe

C:\Program Files\Future Digital\fdfserver.exe

V7 Client Installer MSi

FC70017x32.protocol.FCservername@proxy_port!proxy_id#clientid.msi
FC70017x64.protocol.FCservername@proxy_port!proxy_id#clientid.msi

This installer contains the latest V7 Client **only**. **ALL** pre-requisites must be installed and and previous version of software (V6 or older) must be removed before deployment. The installer is designed to be deployed to a computer manually OR via Group Policy, with the MSi assigned as a package via the Group Policy Management Editor (Computer Configuration/Policies/Software Settings/Software Installation). Once successfully installed or assigned the machine will require a restart before the client software initiates.

Re-Naming a V7 Client Installer MSi
Before deploying the V7 Client Installer MSi **you must first rename it correctly**.

It is possible that your installation files have been renamed for you, however if this is not the case please follow the instructions below.

NOTE: You do not have to specify any Proxy details when renaming your MSi files. Ignore and leave out of the renaming process if you do not use Proxy, use transparent Proxy and/or your existing V6 Clients are communicating with your FD Monitoring Server and auto updating without issue. Proxy Port and Proxy IP/DNS values are usually specified in the default browser (LAN Settings).

Central (shared/hosted) FD Server Installations
Protocol* in use is HTTPS
For this example the FD Server URL is https://grangehill.*fdfhost.org* The install location is Grange Hill and this site's unique Client ID is *grangehill*.
The Proxy Port is *8080* and the Proxy ID is *myproxyserver.org*
Therefore the Client Installer MSi needs renaming as follows;

Proxy

From	*FuturesClient-v70017x64.msi*
To	*FC70017x64.https.grangehill.fdfhost.org@8080!myproxyserver.org#grangehill.msi*

No Proxy

From	*FuturesClient-v70017x64.msi*
To	*FC70017x64.https.grangehill.fdfhost.org#grangehill.msi*

Note that both 32 and 64 MSI's need to be renamed if in use.

Installing The V7 Client Using A Command Line
You may install the V6 Client silently via a command line or command line driven deployment tool using **msiexec**.

msiexec /i filename.msi /quiet /qn /norestart

Central (shared/hosted) FD Server Installations
Proxy

msiexec /i FC70014x64.https.grangehill.fdfhost.org@8080!myproxyserver.org#grangehill.msI /quiet /qn /norestart

No Proxy
msiexec /i FC70014x64.https.grangehill.fdfhost.org#grangehill.msi /quiet /qn /norestart

Third Party Software Installation Pre-Requisites

Microsoft's Visual C++ Redistributable for Visual Studio 2017

The Microsoft Visual C++ 2017 redistributable must be installed on all target machines.

Cpp-2017-Bundle-setup32.msi
Cpp-2017-Bundle-setup64.msi
vc_redist.x64.exe
vc_redist.x86.exe

CPP-2017-Bundle-setup32.msi
A Future Digital provided MSi installer that contains the Microsoft redistributable installer (vc.redist.x86.exe) that can be used via GPO or manually.

CPP-2017-Bundle-setup64.msi

A Future Digital provided MSi installer that contains the Microsoft redistributable installers (vc.redist.x86.exe and vc.redist.x64.exe) installation that can be used via GPO or manually.

vc.redist.x86.exe and vc.redist.x64exe

The Microsoft redistributable installers that can be used for manual installs.

Please note that both the x86 AND x64 installers need applying on a 64 bit machine (operating system).

Microsoft Internet Explorer (IE Browser)

The IE Browser is provided with the Microsoft Operating System and currently provides certain aspects of FD Monitor client functionality. IE Browser must remain installed, however it does not need to be available for general use.

Troubleshooting Section

Post-Installation

Client Not Communicating With A FD Monitor Server

Following the successful installation of the Futures Cloud client you discover a machine is not visible in the FC Console. You may see the machine, but no capture and/or web logs logs are visible.

Firstly, check that there are no Server URL errors in the following log file;

c:\programdata\future digital\logs\server.txt

If there is then please check you have applied the required exclusions as specified in the WAN Security (Proxy/Firewall) section of this install guide.

Also, please check your MSi name to ensure it is correctly spelt and formatted etc.

If there are no errors in the monitor.log file then please refer to the "No AUP Displaying, Capture And/Or Web Logs Not Displaying" items in this section.

If the machine still does not appear to be communicating correctly then please contact us (**support@futuredigital.co.uk**) advising;

- Operating System (For example: Windows 8.1 64 bit)
- FD Monitor Client install MSi name in full that you used
- Brief details of the issue

Please also ensure you zip and attach the following Futures Cloud client log folders;

C:\programdata\Future Digital
(This folder is hidden by default)

No AUP Displaying, Capture and/or Web Logs Not Displaying

If you are not seeing an AUP displayed or logs in the Console etc. then check that all the client processes are running.

In Task Manager ensure that "*Show processes from all users"* is ticked and check that following processes are running;

- *FDFclient.exe*
- *FDFclient32.exe*
- *FDFsever.exe*

A) If any of the above "FC" processes are **not** running then please contact us (**support@futuredigital.co.uk**).

Tools & Fixes

Client Redirect Tool

Note: This tool is for V6 or V7 Client Versions.

Usage Guideline

This tool is used to point the client to a designated FD Monitor Server and/or to resolve Client auto-update issues. For example, if an error is made naming your client MSi file prior to deployment then you can run this tool to correct that error. Also, you can use the tool if you discover that clients are not auto-updating. The tool can also be used if you need to migrate installed clients to a newly designated FD Monitor Server.

This tool and instructions are included as part of the v7 Client Suite.