



FARONICScore



Faronics
DEEPFREEZE™

LOADIN

User Guide



FARONICS™
Intelligent Solutions for **ABSOLUTE** Control

www.faronics.com

Last modified: January, 2014

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Preface

This user guide explains how to install, configure and use Deep Freeze Loadin.

Topics

Important Information

Technical Support

Definition of Terms

Important Information

This section contains important information about your Faronics product.

About Faronics

Faronics delivers market-leading solutions that help manage, simplify, and secure complex IT environments. Our products ensure 100% machine availability, and have dramatically impacted the day-to-day lives of thousands of information technology professionals. Fueled by a market-centric focus, Faronics' technology innovations benefit educational institutions, health care facilities, libraries, government organizations, and corporations.

Product Documentation

The following documents form the Deep Freeze Loadin documentation set:

- *Deep Freeze Loadin User Guide* — This is the document you are reading. This document explains how to use the product.
- *Deep Freeze Loadin Release Notes* — This document lists the new features, known issues and closed issues.
- *Deep Freeze Enterprise User Guide* — This document explains how to use Deep Freeze Enterprise.

Technical Support

Every effort has been made to design this software for ease of use and to be problem free. If problems are encountered, contact Technical Support.

Email: support@faronics.com

Phone: 800-943-6422 or +1-604-637-3333

Hours: 7:00am to 5:00pm (Pacific Time)

Contact Information

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Definition of Terms

Term	Definition
Core Console	The user interface used to manage and monitor Core Servers and workstations.
Core Database	The database stores the workstation list.
Core Agent	The Core Agent, that is installed on the workstation, enables communication between the workstation and the Core Server.
Core Server	The management of workstations, processing of tasks and communication between Core Console and workstations is done by the Core Server.
Customization Code	The Customization Code is a unique identifier that encrypts the Configuration Administrator, the Enterprise Console, the computer installation files, the One Time Password Generation System, and Deep Freeze Command Line Control. This code is not a password that can be used to access Deep Freeze.
Faronics Core	Faronics Core consists of the Core Server, Core Console, Core Database and the Core Agent.
Loadin	A Product Loadin is a software library that adds new product-specific functionality to Faronics Core.
Deep Freeze Enterprise	Deep Freeze Enterprise consists of Deep Freeze Configuration Administrator and Deep Freeze Enterprise Console.
Deep Freeze Configuration Administrator	The Configuration Administrator application is used to create customized, pre-configured, computer installation program files and Workstation Seeds.
Deep Freeze Enterprise Console	The Enterprise Console application is used to centrally deploy, monitor, manage, and maintain Deep Freeze installations.
Deep Freeze Workstation Installation file (Deep Freeze Client)	A customized Deep Freeze workstation installation file is created in the Configuration Administrator and deployed to workstations within the enterprise. This file includes the Workstation Seed. If the Deep Freeze workstation installation file is installed, the Workstation Seed is not required to be installed separately.

Term	Definition
Deep Freeze Workstation Seed	A Workstation Seed enables seamless communication between the Enterprise Console and computers on a network. When the Workstation Seed is installed on a computer, the computer becomes visible on the Enterprise Console. Once a computer is visible on the Enterprise Console, various actions such as Restart, Shutdown and Wake-on-LAN can be performed on the computer remotely. Deep Freeze can also be installed remotely on visible computer thereby allowing Deep Freeze related actions on remote computers.

For more information about Deep Freeze, refer to Deep Freeze Enterprise User Guide at <http://www.faronics.com/library>.

For more information about Faronics Core, refer to Faronics Core User Guide at <http://www.faronics.com/library>.



Introduction

Faronics Deep Freeze helps eliminate computer damage and downtime by making computer configurations indestructible. Once Deep Freeze is installed on a computer, any changes made to the computer—regardless of whether they are accidental or malicious—are never permanent. Deep Freeze provides immediate immunity from many of the problems that plague computers today—inevitable configuration drift, accidental system misconfiguration, malicious software activity, and incidental system degradation.

Topics

[Deep Freeze Loadin Overview](#)

[System Requirements](#)

Deep Freeze Loadin Overview

Deep Freeze Loadin extends the Deep Freeze Enterprise functionality to Faronics Core. Deep Freeze Loadin provides the functionality of rebooting the workstations as *Frozen* or *Thawed*.

Deep Freeze Loadin is installed via Faronics Core Console (a component of Faronics Core). Deep Freeze Loadin enables remotely installing the Deep Freeze Enterprise Workstation Install file via Core Console on workstations on your network.

For more information on using Deep Freeze Enterprise, refer to Deep Freeze Enterprise User Guide at <http://www.faronics.com/library>.

System Requirements

Deep Freeze Loadin

Deep Freeze Loadin requires:

- Deep Freeze Enterprise 7.0 or higher
- Faronics Core 3.2 or higher

Faronics Core

Information on Faronics Core system requirements can be found in the Faronics Core user guide. The latest user guide is available at <http://www.faronics.com/library>.

Installing Deep Freeze Loadin

This chapter describes the installation process of Deep Freeze.

Topics

[*Installation Overview*](#)

[*Customization Code*](#)

Installation Overview

Prior to installing the Deep Freeze Loadin, the following steps must be followed:

1. Install Faronics Core. For more information about Faronics Core, refer to Faronics Core User Guide at <http://www.faronics.com/library>.
2. Install the Core Agent on the workstation(s). For more information, refer to Faronics Core User Guide at <http://www.faronics.com/library>.
3. Install Deep Freeze Enterprise. For more information, refer to Deep Freeze Enterprise User Guide at <http://www.faronics.com/library>.
4. Generate the Workstation Install File. For more information, refer to Deep Freeze Enterprise User Guide at <http://www.faronics.com/library>.
5. Install the Deep Freeze Loadin. This is explained further in this section.

Installing Deep Freeze Loadin

Complete the following steps to install Deep Freeze Loadin:

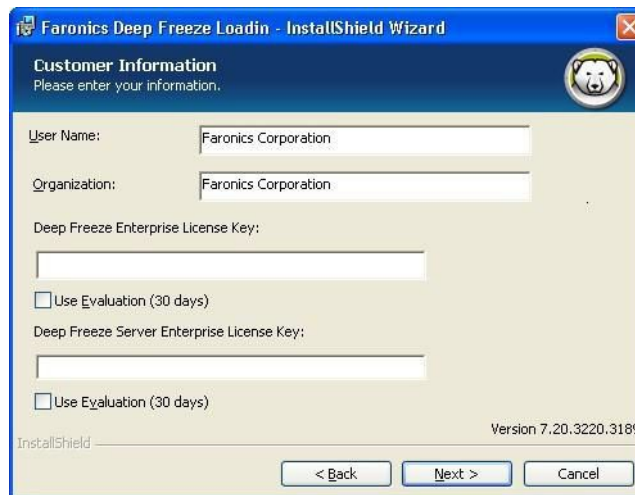
1. Double-click the *Deep_Freeze_Console_Loadin_Installer.exe* file. The Deep Freeze Loadin Installer is displayed. Click *Next*.



2. Read and accept the license agreement. Click *Next*.



3. Enter the values for the following fields and click *Next*:

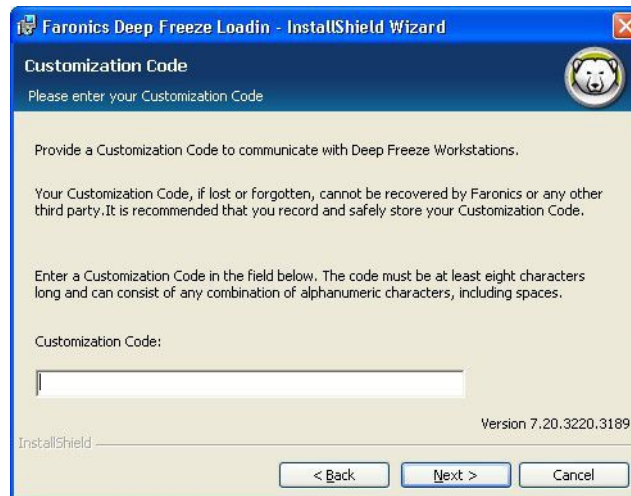


- *User Name* — specify the user name.
- *Organization Name* — specify the organization name.
- *Deep Freeze Enterprise License Key* — enter the license key or select the *Use Evaluation* check box.
- *Deep Freeze Server Enterprise License Key* — enter the license key or select the *Use Evaluation* check box.

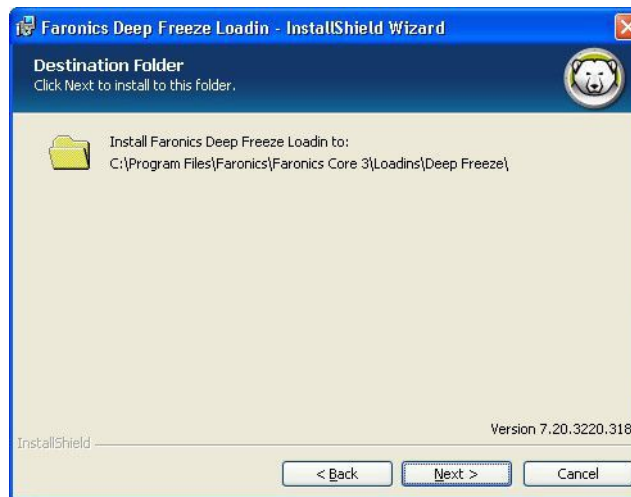
4. Enter the Customization Code and click *Next*.



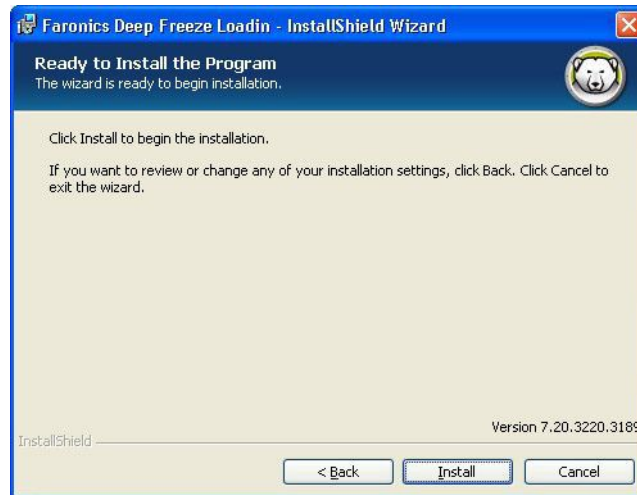
The Customization Code entered at the Deep Freeze Loadin must match the Customization Code at the Deep Freeze Enterprise Console.



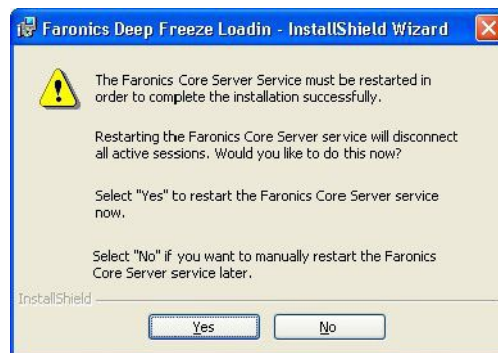
5. The default install location is displayed. Click *Next* to install at the default location.



6. Click *Install* to begin installation.



7. The following message is displayed. Click *Yes* to restart Faronics Core Server service or *No* to manually restart the *Faronics Core Server* service later.



8. Click *Finish* to complete the installation.



Customization Code

The Customization Code is set via the Deep Freeze Configuration Administrator. The Customization Code is a unique identifier that encrypts the Configuration Administrator, the Enterprise Console, the computer installation files, the One Time Password Generation System, and Deep Freeze Command Line Control. This code is not a password that can be used to access Deep Freeze.

The Customization Code ensures that unauthorized administrators are prevented from accessing or controlling a computer. Multiple Deep Freeze administrators controlling the same group of computers must use a matching Customization Code.



The Customization Code entered at the Deep Freeze Loadin must match the Customization Code at the Deep Freeze Enterprise Console.



The Customization Code must be recorded and guarded with care. Faronics is unable to recover a lost or forgotten Customization Code.

For more information, refer to Deep Freeze Enterprise User Guide at <http://www.faronics.com/library>.

Changing the Customization Code for the Deep Freeze Loadin

The Customization Code created by Deep Freeze Configuration Administrator is used for communication between the Deep Freeze Loadin and the workstation(s) where Deep Freeze is installed.

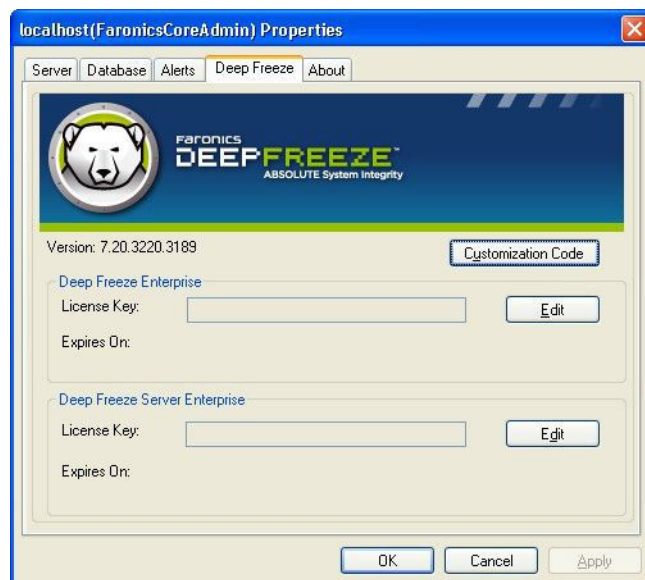


If the Customization Code is changed for a Workstation Install File via the Deep Freeze Enterprise Console, and it is pushed to the workstation, you must change the Customization Code on the Deep Freeze Loadin via Core Console.

Complete the following steps to change the Customization Code that was entered while installing the Deep Freeze Loadin:

1. Launch Core Console.
2. In the *Console Tree Pane*, right-click *Faronics Core Server* and select *Properties*.

3. Select the *Deep Freeze* tab.

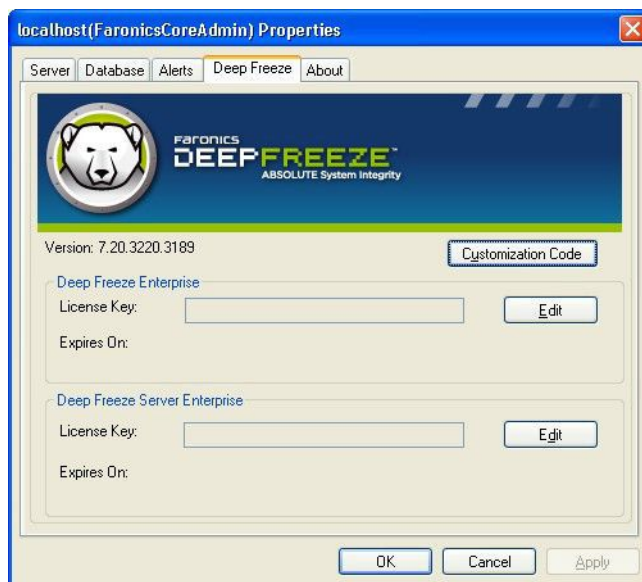


4. Enter the values for the following fields:
 - Click *Customization Code*, enter the *Customization Code* and click *OK*.
5. Click *OK*.

Licensing

Complete the following steps to change the License Key that was entered while installing the Deep Freeze Loadin:

1. Launch Core Console.
2. In the *Console Tree Pane*, right-click *Faronics Core Server* and select *Properties*.
3. Select the *Deep Freeze* tab.



Enter the values for the following fields:

- Click *Edit* and enter the License Key for Deep Freeze Enterprise.
 - Click *Edit* and enter the License Key for Deep Freeze Server Enterprise.
4. Click *OK*.

Using Deep Freeze Configuration Administrator

Topics

[Accessing the Configuration Administrator](#)

[Creating Workstation Install File](#)

Accessing the Configuration Administrator

Before using Deep Freeze Loadin, you must install Deep Freeze Enterprise Console. This also installs the Deep Freeze Configuration Administrator.



Only Deep Freeze Enterprise 7.0 or higher can be used with the Deep Freeze Loadin.

For more information, refer to Deep Freeze Enterprise User Guide at <http://www.faronics.com/library>.

Open the Configuration Administrator by selecting the following path from the Start menu:

Start > All Programs > Faronics > Deep Freeze 7 Enterprise > Deep Freeze Administrator

The Configuration Administrator provides various tabs to configure passwords, Frozen drives, Windows Updates, Embedded Events and Licensing. Once the settings have been configured, a Workstation Install file must be created and deployed on the workstations. The Workstation Install file must be installed on the computers that need to be protected by Deep Freeze.

Creating Workstation Install File

In order to use the Deep Freeze Loadin via Core Console, you must create the Workstation Install File using the Deep Freeze Configuration Administrator.

To create customized Deep Freeze installation program files click the *Create* button in the Configuration Administrator toolbar and select *Create Workstation Install Program*.

This file can then be used to install Deep Freeze on computers using:

- Attended Install (install based on user input)
- Silent Install system (install that does not inform user of progress or provide messages during installation)
- Target Install (install program created by the Enterprise Console for deployment on target computers)

For more information, refer to Deep Freeze Enterprise User Guide at <http://www.faronics.com/library>.

Once the Deep Freeze Workstation Install Program is installed on a workstation using Core Console, the workstation can be managed by the Deep Freeze Loadin.



Installing and Upgrading the Deep Freeze Client

This chapter describes the process to install and upgrade Deep Freeze Client.

Topics

[Installing Deep Freeze Client](#)

[Upgrading Deep Freeze Client](#)

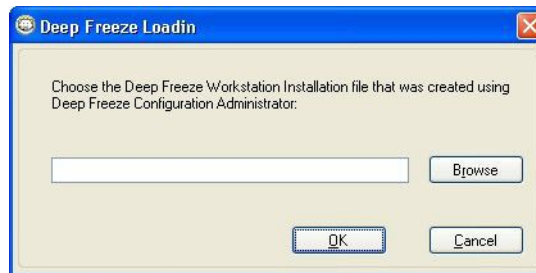
Installing Deep Freeze Client

If you are using Deep Freeze Enterprise 7.0 or higher, you are ready to install Deep Freeze Client on the workstations via Core Console.

The Deep Freeze Client (Workstation Install File) must be installed before performing the Deep Freeze related tasks via Core Console. For more information on creating the Workstation Install File, refer to [Creating Workstation Install File](#).

Complete the following steps to install the Deep Freeze Client (Workstation Install File):

1. Select one or more workstation(s) and right-click and go to *Configure Workstations > Advanced > Install Deep Freeze Client*.
2. The following dialog is displayed:



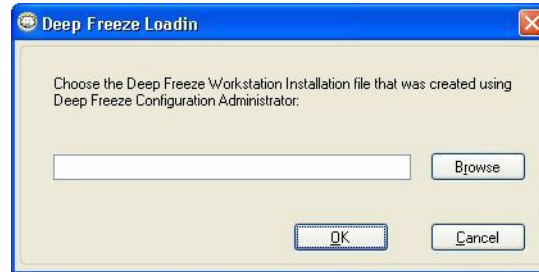
3. Browse to select the *Workstation Install File* created using the Configuration Administrator.
4. Click *OK*.

Upgrading Deep Freeze Client

The Deep Freeze Client can be upgraded whenever a new version of Deep Freeze is released, or to upgrade from an older version of Deep Freeze.

Complete the following steps to upgrade the Deep Freeze Client (Workstation Install File):

1. Select one or more workstation(s) and right-click and go to *Configure Workstations > Advanced > Upgrade Deep Freeze Client*.
2. The following dialog is displayed:



3. Browse to select the *Workstation Install File* created using the Configuration Administrator.
4. Click *OK*.



The Customization Code in the Deep Freeze Client (Workstation Install File) must match the Customization Code entered in the Deep Freeze Loadin via Core Console for the upgrade process to be successful.



Using Deep Freeze Loadin

This chapter describes using the Deep Freeze Enterprise Loadin.

Topics

[Using Deep Freeze Loadin via Core Console](#)

[Schedule Action](#)

[Users and Roles](#)

[Deep Freeze Workstation Groups](#)

Using Deep Freeze Loadin via Core Console

Core Console displays the status of all Frozen and Thawed workstations on the network and allows the administrator to perform specific tasks on those computers.

Core Console allows administrators to perform the following tasks:

- Shutdown
- Restart
- Wake-up
- Schedule Actions

Deep Freeze Loadin allows administrators to remotely perform the following tasks:

- Reboot Frozen
- Reboot Thawed
- Reboot Thawed and Locked
- Lock Keyboard and Mouse
- Unlock Keyboard and Mouse
- Install Deep Freeze Client
- Uninstall Deep Freeze Client
- Upgrade Deep Freeze Client



The Faronics Core can only wake a computer from a powered-down state if the computer is properly configured to power on when a Wake-on-LAN packet is received.

The Deep Freeze Loadin is displayed in Core Console after installation.

The following Deep Freeze actions can be performed via Core Console:

- *Reboot Frozen* - Select one or more workstation(s), right-click and select *Reboot Frozen*.
- *Reboot Thawed* - Select one or more workstation(s), right-click and select *Reboot Thawed*.
- *Reboot Thawed and Locked* - Select one or more workstation(s), right-click and select *Reboot Thawed and Locked*.
- *Lock Keyboard and Mouse* - Select one or more workstation(s), right-click and select *Lock Keyboard and Mouse*.
- *Unlock Keyboard and Mouse* - Select one or more workstation(s), right-click and select *Unlock Keyboard and Mouse*.
- *Install Deep Freeze Client* - Select one or more workstation(s), right-click and select *Configure Workstations > Install Deep Freeze Client*.
- *Uninstall Deep Freeze Client* - Select one or more workstation(s), right-click and select *Configure Workstations > Uninstall Deep Freeze Client*.
- *Upgrade Deep Freeze Client* - Select one or more workstation(s), right-click and select *Configure Workstations > Upgrade Deep Freeze Client*.

Schedule Action

Core Console allows you to schedule the following tasks for the Managed Workstations.

- *Reboot Frozen* - Reboot Frozen selected workstation(s).
- *Reboot Thawed* - Reboot Thawed selected workstation(s).
- *Reboot Thawed and Locked* - Reboot Thawed and Locked selected workstation(s).
- *Lock Keyboard and Mouse* - Lock Keyboard and Mouse for selected workstation(s).
- *Unlock Keyboard and Mouse* - Unlock Keyboard and Mouse for selected workstation(s).
- *Install Deep Freeze Client* - Install Deep Freeze Client on the selected workstation(s).
- *Upgrade Deep Freeze Client* - Upgrade Deep Freeze Client on the selected workstation(s).
- *Uninstall Deep Freeze Client* - Uninstall Deep Freeze Client on the selected workstation(s).

Complete the following steps to schedule an action:

1. Select one or more workstations and click *Schedule Action* in the *Action Pane*. Alternatively, you can right-click and select *Schedule Action*.
2. Select the action to be scheduled.
3. Select the frequency (One Time, Daily, Weekly, or Monthly). Select additional options that appear depending on the frequency selected (Time, Date, Day, or Month).
4. Click *OK*.

Users and Roles

Faronics Core allows you to configure and manage multiple users. The users can be assigned to different groups depending upon different roles. The following table explains the permissions available for various roles using Deep Freeze Loadin:

User Role	Permission
Administrator	<ul style="list-style-type: none">• Reboot Frozen• Reboot Thawed• Reboot Thawed and Locked• Lock Keyboard and Mouse• Unlock Keyboard and Mouse• Edit Customization Code• Install Deep Freeze Client• Upgrade Deep Freeze Client• Uninstall Deep Freeze client
Power User	<ul style="list-style-type: none">• Reboot Frozen• Reboot Thawed
User	<ul style="list-style-type: none">• None
Guest	<ul style="list-style-type: none">• None

For more information about Faronics Core, refer to Faronics Core User Guide at <http://www.faronics.com/library>.

Deep Freeze Workstation Groups

Deep Freeze Loadin automatically creates Workstation Groups and displays the workstations that have the following status in the particular group:

- *Frozen* - Workstations that are Frozen.
- *Maintenance Mode* - Workstations that are currently in Maintenance Mode.
- *Seed* - Workstations that have the Seed installed.
- *Thawed* - Workstations that are Thawed.
- *Thawed and Locked* - Workstations that are Thawed and Locked.

To view the Deep Freeze Workstation Groups, click the *Deep Freeze Loadin* and click the group name under the Loadin. The workstations are displayed in the Workstations List.



Uninstalling Deep Freeze

This chapter describes unistalling Deep Freeze Client and Deep Freeze Loadin.

Topics

[Uninstalling Deep Freeze Client via Core Console](#)

[Uninstalling Deep Freeze Loadin via Add or Remove Programs](#)

[Uninstalling Deep Freeze Loadin using the Installer](#)

Uninstalling Deep Freeze Client via Core Console

Complete the following steps to uninstall Deep Freeze Client (Workstation Install File):

1. Select one or more workstation(s) and right-click and go to *Configure Workstations > Advanced > Uninstall Deep Freeze Client*.
2. Click *OK*.



The computer must be Thawed before Deep Freeze can be uninstalled.



The Customization Code in the Deep Freeze Client (Workstation Install File) must match the Customization Code entered in the Deep Freeze Loadin via Core Console for the uninstall process to be successful.

Uninstalling Deep Freeze Loadin via Add or Remove Programs

Complete the following steps to install Deep Freeze Loadin:

1. Select *Start > Control Panel > Add or Remove Programs*.
2. Select *Faronics Deep Freeze Loadin* and click *Remove*.
3. Click *Yes*.

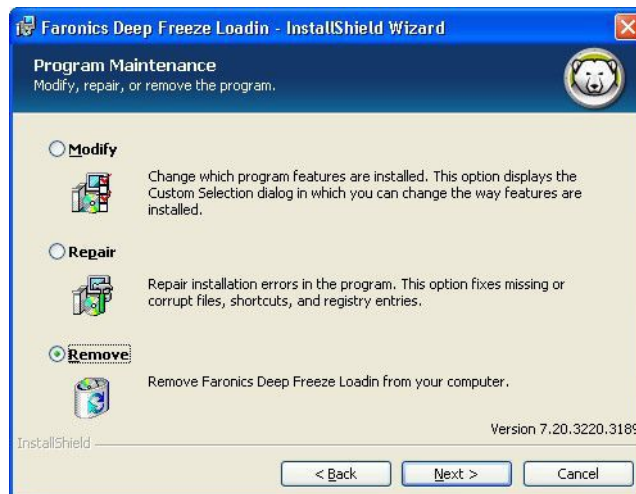
Uninstalling Deep Freeze Loadin using the Installer

Complete the following steps to install Deep Freeze Loadin:

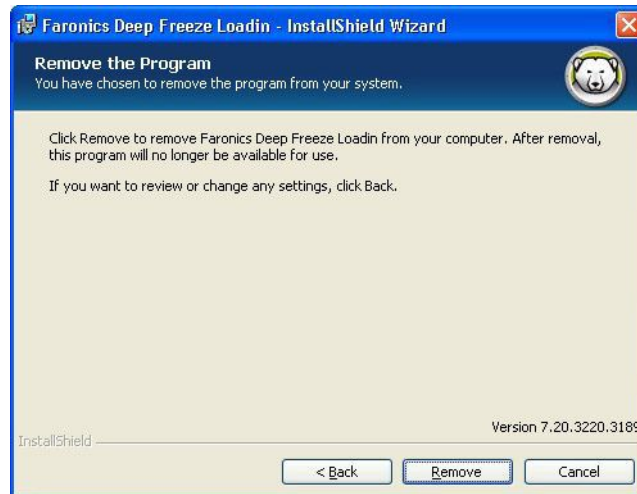
1. Double-click the *Deep_Freeze_Console_Loadin_Installer.exe* file. The Deep Freeze Loadin Installer is displayed. Click *Next*.



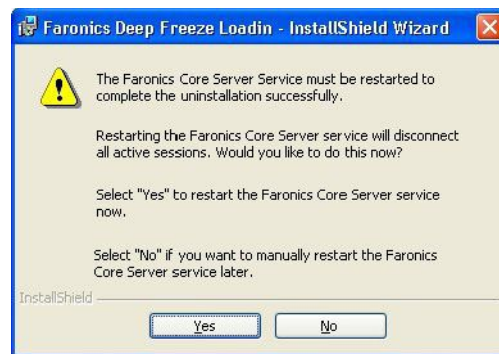
2. Select *Remove*. Click *Next*.



3. Click *Remove*.



4. The following message is displayed. Click *Yes* to restart Faronics Core Server service or *No* to manually restart the *Faronics Core Server* service later.



5. Click *Finish*.



