

FARONICS

DEEPCFREEZE™

ABSOLUTE Workstation Integrity

## Deep Freeze Enterprise & Deep Freeze Server Enterprise - Update Procedure

TECHNICAL WHITEPAPER

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## Introduction

This document provides a step-by-step overview of the process to update an installation of Deep Freeze Enterprise and Deep Freeze Server Enterprise.

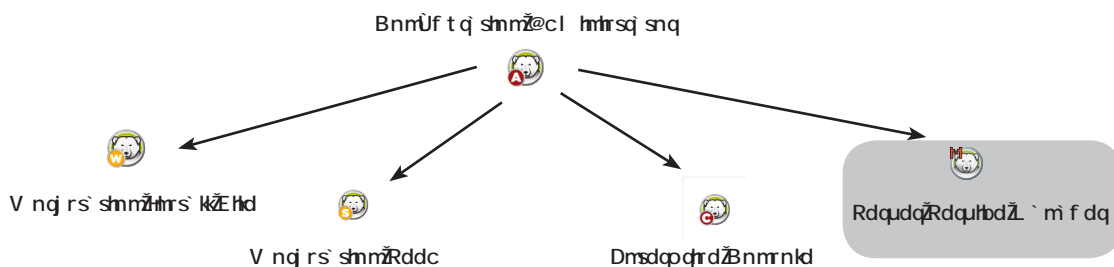
Deep Freeze Enterprise has two editions:

- Deep Freeze Enterprise: This is a Non-Server Edition. Deep Freeze Enterprise runs on Non-Server Operating Systems.
- Deep Freeze Server Enterprise: This is a Server Edition. Deep Freeze Server Enterprise runs on Server Operating Systems.

The following sections explain different ways to update Deep Freeze Enterprise (Non-Server Edition) and Deep Freeze Server Enterprise (Server Edition).

## Updating Deep Freeze Enterprise (Non-Server Edition)

A Deep Freeze Enterprise deployment (6.2 and lower) consists of five components, as shown below:



As of Deep Freeze 6.3 (and higher), the Enterprise Console and Server Service Manager have been combined into a single component. To update the Server Service component users will need to access the *Tools -> Network Settings* menu in the Enterprise Console to configure the Server Service.

The Enterprise Console and the Server Service Manager are both able to control and administer workstations running prior versions of Deep Freeze, provided that they have the same Customization Code. Therefore, if the update process is resolving a problem in the Enterprise Console, the Configuration Administrator, or the Server Service Manager, then the Workstation Seeds and workstation install files may not require an immediate update.



**Updating Deep Freeze settings using a .rdx file will not be successful if the Enterprise Console and Deep Freeze Client (on the workstation) have different versions. The .rdx file just updates the Deep Freeze configuration. The .rdx file does not perform a Deep Freeze version upgrade.**

Two steps are required to completely update all Deep Freeze Enterprise components:

- 1a. or Automatically update all components using Update Mode.
- 1b. Manually update all components.
2. Remotely update the installed workstations.

Licensing was introduced from Deep Freeze version 6.5 onwards. The License Key can be updated in the following ways:

- Through the Workstation Install file - The License Key is updated in the Configuration Administrator and a Workstation Install file is created. The License Key is now part of the Workstation Install file.
- Through the Enterprise Console - The License Key can be updated directly on the Enterprise Console via *Tools > Licensing*. When the License Key is updated in the Enterprise Console, it is automatically updated on all connected computers.
- Through the Deep Freeze Client - The License Key can also be updated at the workstation by logging into Deep Freeze and editing the *License Key* field.



**The default port number for Deep Freeze has changed. If upgrading from version 5 to version 6.x, the port number must be changed to 1971. Refer to page 10 for complete instructions for upgrading from version 5 to 6.**

## Step 1 (Option A) Update Mode (Deep Freeze Enterprise Non-Server Edition)

*Update Mode* is an advanced feature of Deep Freeze Enterprise that requires a thorough understanding of command line scripting.

Update Mode can be used to automatically update an existing installation set of Deep Freeze Enterprise to a newer version by executing a special *update* command. The command automatically updates any of the following files present in the <DRIVE>:\Program Files\Faronics\Deep Freeze 6.5 Enterprise\Install Programs folder:

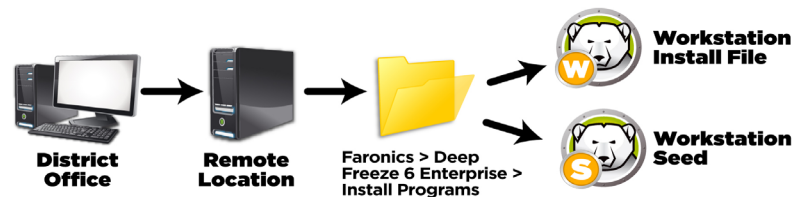
- Workstation install files
- Workstation Seed files
- .rdx Configuration Files



**64-bit systems will be Program Files x86 instead of Program Files in the path.**

**When updating from an older version of Deep Freeze to 6.5x and 6.61, the existing version files must be manually copied into the Install Programs folder in order to be successfully updated.**

In the example below, the district office has received a new version of Deep Freeze Enterprise and can automatically update any existing Deep Freeze files at a remote location.



The update command does not require a password, but does require a Customization Code. The following command syntax must be used:

```
\PathToFile\df65ent.exe /update="Customization Code" <DRIVE>:\dfupdate.log
```

- PathToFile must be replaced with the actual path to the installation file (df65ent.exe)
- df65ent.exe must be the actual name of the installation file
- Customization Code must be in quotes if there is a space in it
- Customization Code must match the old files' Customization Code

The Remote Server service has to be updated manually. The update process may take a few minutes to complete. This process requires a third party tool to



**Update Mode does not update the existing version of Deep Freeze on workstations. Workstations must be updated using the Enterprise Console.**



**Installing Deep Freeze 6.5 will not remove or update the existing installation of the Deep Freeze Server Service. As only one service can be running at a given time, the older service will be shut down and the 6.5 service activated. To remove the older versions of the Deep Freeze Server Service, the existing installation of Deep Freeze should be uninstalled or the service entries deleted manually from the system. This can be done by running the installer to uninstall Deep Freeze.**

## Step 1 (Option B) Manually Update all Components (Deep Freeze Enterprise Non-Server Edition)

### Updating the Configuration Administrator and Enterprise Console

Any update to a Deep Freeze installation begins with the Configuration Administrator. Complete the following steps to update the Configuration Administrator:

1. Copy existing install files to a safe location for backup and archival purposes. By default, install files are located in the following directory:

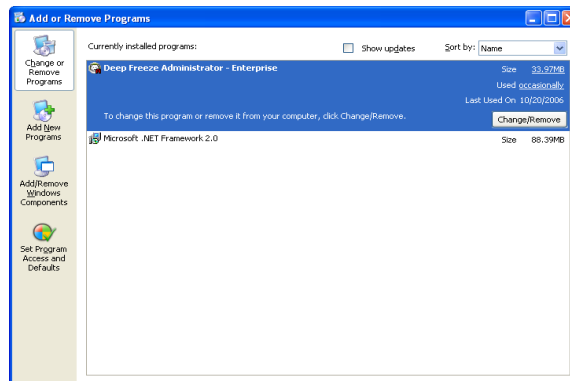
(for 6.5 and higher) <DRIVE>:\Program Files\Faronics\Deep Freeze 6.5 Enterprise\Install Programs

(for 6.4 and lower until 5.x) <DRIVE>:\Program Files\Faronics\Deep Freeze 6 Enterprise\Install Programs

(for 5.x) <DRIVE>:\Program Files\Faronics\Deep Freeze 6 Enterprise\DF5 Install Programs

Any install files in this directory should be copied to a new location indicating the version number of the software. These install files should only be stored as a record of the configuration information that they contain and should not be installed in a production environment once the update is complete.

2. Uninstall the existing Configuration Administrator from the administrator computer via *Start > Control Panel > Add or Remove Programs*



3. Select *Deep Freeze Administrator - Enterprise* (for Deep Freeze 5.x) or *Deep Freeze 6 - Enterprise* (for Deep Freeze 6.x) and click *Change/Remove*.

Follow the steps presented and the Configuration Administrator is uninstalled from the computer.

## Installing the New Configuration Administrator and Enterprise Console

Complete the following steps to install a new version of the Configuration Administrator on the administrator computer.

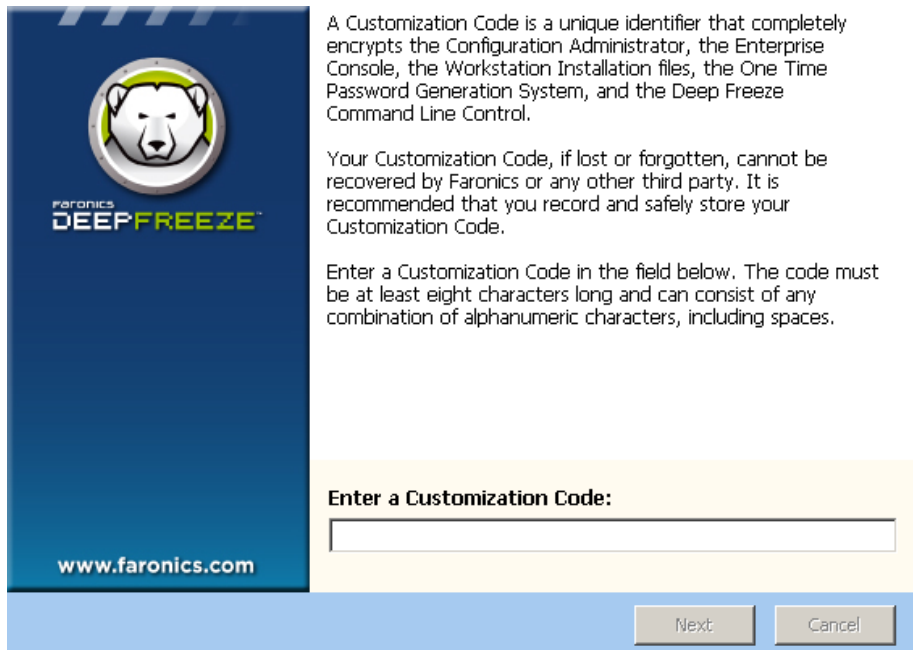
1. Double-click the file *DF65Ent.exe* to begin the installation process.
2. Follow the steps presented. Read and accept the license agreement.
3. Enter the License Key in the *License Key* field.
4. Click *Install* and the Configuration Administrator and Enterprise Console are installed on the computer
5. Once installation is completed, the workstation will prompt for the end user to enter a Customization Code. Enter the same Customization Code used for the previously installed copy of Deep Freeze.

Clicking *OK* will display a confirmation of the Customization Code assigned in plain text and will provide an option to print for future reference.

If the Customization Code is not entered correctly it can be re-entered using the *DFInit.exe* application located in:

(for 6.5 and higher) <DRIVE>:\Program Files\Faronics\Deep Freeze 65 Enterprise\Install Programs

However, none of the previously installed workstations will be controllable until the Customization Code is correct.



The screenshot shows a dialog box with a blue header and footer. The header features the Faronics Deep Freeze logo (a polar bear head) and the text "FARONICS DEEPFREEZE". The footer contains the website "www.faronics.com". The main area is white and contains the following text: "A Customization Code is a unique identifier that completely encrypts the Configuration Administrator, the Enterprise Console, the Workstation Installation files, the One Time Password Generation System, and the Deep Freeze Command Line Control." Below this is another paragraph: "Your Customization Code, if lost or forgotten, cannot be recovered by Faronics or any other third party. It is recommended that you record and safely store your Customization Code." A third paragraph reads: "Enter a Customization Code in the field below. The code must be at least eight characters long and can consist of any combination of alphanumeric characters, including spaces." At the bottom, there is a yellow box with the text "Enter a Customization Code:" and a text input field. Below the input field are two buttons: "Next" and "Cancel".



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



***Once a new Customization Code is assigned, the Configuration Administrator will no longer work with previously configured installations. To work with previous installations, use the DFInit.exe program to reset the Customization Code back to its original settings.***

## Updating Existing Workstation Install Files and Workstation Seeds

Complete the following steps to update new Workstation Install Programs or new Workstation Seeds using the Configuration Administrator.

1. Open previously created files by clicking *File > Open*.  
Select a file from the standard *Open* dialog box that appears. Click *Open*.
2. Click *Create > Create Workstation Install Program* or *Create > Create Workstation Seed*.
3. Click *Save* to save the Workstation Install Program or Workstation Seed at a predefined location. Clicking *Save As* will create a *.rdx* file.

## Updating the Server Service Manager

is applicable only to Deep Freeze versions lower than 6.3.

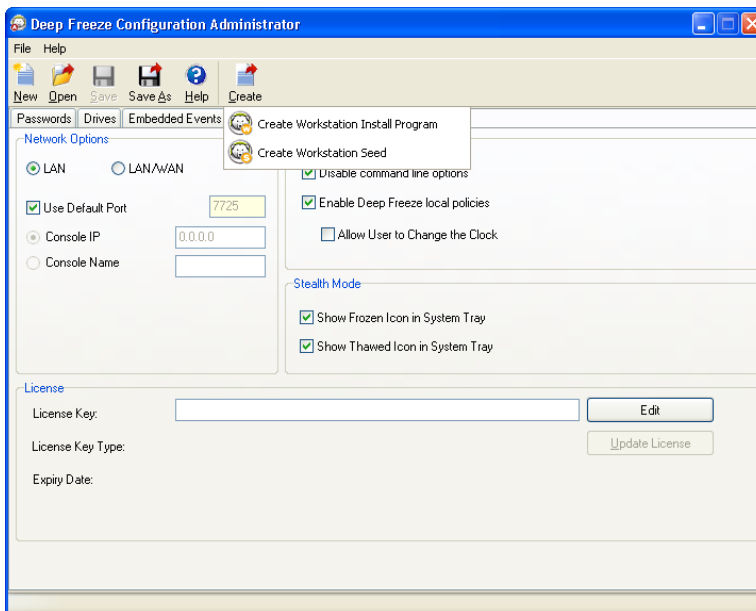
To update a workstation running the Server Service, administrators will need to uninstall the server service for older versions of Deep Freeze. Thereafter, administrators can either install a full copy of the Configuration Administrator, and the Enterprise Console. Or, copy the *DFConsole.exe* application to the workstation or server running the server service and activate the console on the workstation being updated.



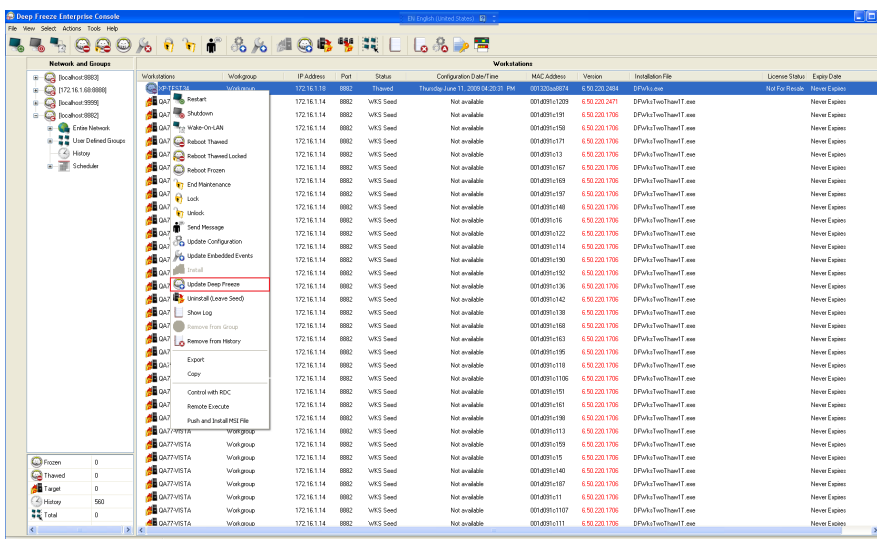
## Step 2: Remotely Updating the Installed Workstations (Deep Freeze Enterprise Non-Server Edition)

To update workstations running Deep Freeze 6.3 or higher, complete the following steps:

1. Open the Configuration Administrator.
2. Click *Create > Create Workstation Install Program*.
3. Save the Workstation Install Program on the computer as *Update Only*.



5. Open the Enterprise Console. *Right-click* on one or more workstation(s) and select *Update* icon on the toolbar or *Update Deep Freeze* in the context menu.
6. Browse and select the Workstation Install File *Update Only.exe* and click *OK*.
7. Deep Freeze is remotely updated on all the selected workstations. The workstations are rebooted up to three times.



## Updating Deep Freeze Enterprise Version 5.x, 6.0, 6.1, 6.2 to 6.6 (Non-Server Edition)

The first step to update to version 6.6 is to install the Deep Freeze Configuration Administrator; this creates the file directories where all related programs are subsequently saved to as a default.

The version 6.6 of the Configuration Administrator installs in a different directory than version 5.x. If *Update Mode* is being used as outlined in this document, care must be taken to manually copy any existing Workstation Install Programs, Workstation Seeds, and Enterprise Consoles into the directory where the version 6.6 Configuration Administrator will be installed.

By default, version 5.x files are in:

<DRIVE>:\Program Files\Faronics\Deep Freeze Enterprise\DF5 Install Programs

Version 6.x files are in:

(for 6.5 and higher) <DRIVE>:\Program Files\Faronics\Deep Freeze 65 Enterprise\Install Programs

(for 6.4 and lower) <DRIVE>:\Program Files\Faronics\Deep Freeze 6 Enterprise\Install Programs

### Change Port Number

The default port number for Deep Freeze has changed from port 1971 to port 7725 from version 6.0. If the change in the port number is not accounted for, version 5.x workstations will not be visible in the updated version 6.x Enterprise Console.

If the former default port number of 1971 is preferred, ensure that the Workstation Installation Files are all created with port number 1971 (entered in the *Advanced Options* tab of the Configuration Administrator). The Enterprise Console must be configured to listen on port the same port number via *Tools > Network Configuration*.



***Upgrading from Deep Freeze 5.x to 6.6x will not change the port number unless the port number was changed manually.***

The change in Port Number between version 5.x and 6.x can be handled in two ways:

1. Continue to use the former default port number (1971) to administer your Deep Freeze workstations. Ensure that the Enterprise Console listens on Port number 1971 via *Tools > Network Configuration*. Note that other applications may use this port and continuing to use port 1971 may cause issues in the future.
2. Change all workstations to the new port number (7725). Configure the port number in the Configuration Administrator (in the *Advanced Options* tab) and the Enterprise console via *Tools > Network Configuration*.

To update workstations running Deep Freeze 5.x, 6.0, 6.1, and 6.2 an update process through the Enterprise Console can be performed on the workstations by rebooting the workstations, uninstating Deep Freeze, leaving the Workstation Seed, and the performing a Target Install of a new workstation installation file on the selected workstations.

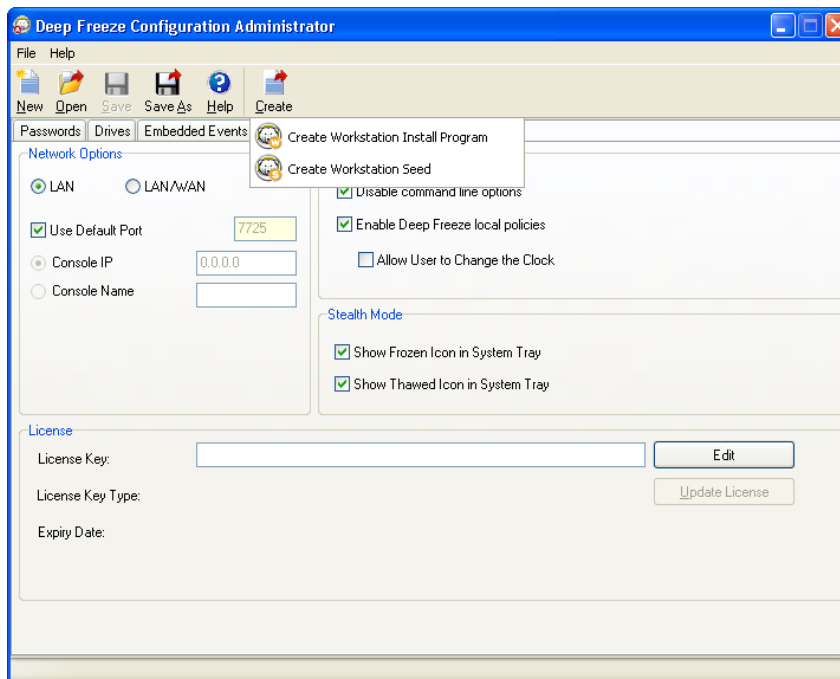


***The new Workstation Installation Program must have all the required Deep Freeze settings configured before the update procedure.***

## Updating Deep Freeze Locally on a Workstation

Complete the following steps to update Deep Freeze Locally on a workstation:

1. Open the Configuration Administrator.
2. Configure the settings as required.
3. Click *Create > Create Workstation Install Program*.
4. Save the Workstation Install Program to a shared folder on the network that can be accessed from the workstation to be updated. Alternatively, save it to a removable storage device that can be moved to a workstation



5. Reboot the workstation *awed*.
6. Deep Freeze can only be uninstalled locally by running the *DFWKS.exe*. Double-click the *DFWKS.exe* and follow the steps presented on the screen to uninstall it on the workstation. *e workstation will reboot a er Deep Freeze is uninstalled.*
7. Double-click the Workstation Install File again and follow the steps presented on the screen to install it on the workstation. *e workstation will reboot a er it is installed.*



***In order to maintain communication with the workstations when updating a component to a new version, it is essential that the Network settings of the new Workstation Install Program or Workstation Seed matches those of the old one.***

## Updating Deep Freeze Server Enterprise (Server Edition)

If you are using an older version of Deep Freeze Server Enterprise (for example, 6.3), you must uninstall the older version before installing the newer version.

- Uninstall the older version from *Start > Control Panel > Add or Remove Programs* and install the new version using *DFEntServ.exe* if you do not want to preserve the settings (Ports, Scheduled Tasks and Groups).
- Use the Update Script provided by Faronics to retain the settings (Ports, Scheduled Tasks and Groups) and install the new version manually.



***Installing Deep Freeze Server Enterprise 6.62 on a computer that has Deep Freeze Server Enterprise 6.3 does not update the computer with the new version. Installing Deep Freeze Server Enterprise 6.62 over Deep Freeze Server Enterprise 6.3 will result in two versions on the same computer. To update Deep Freeze Server Enterprise, uninstall Deep Freeze Server Enterprise 6.3 and install Deep Freeze Server Enterprise 6.62. Alternatively, you can run the script provided by Faronics and install Deep Freeze Server Enterprise 6.62 to preserve settings for Ports, Scheduled Tasks and Groups.***



***Deep Freeze Server Enterprise Console and Deep Freeze Server Configuration Administrator can be upgraded to a newer version by running the installer for the newer version. However, this feature is applicable only if you are currently using Deep Freeze Server Enterprise 6.62 or higher.***

Once Deep Freeze Server Enterprise has been updated on the console computer, you can update the workstations in one of the following ways:

1. From the Deep Freeze Server Enterprise Console. For more information, refer to [Remotely Updating Installed Workstations](#).
2. Manually on the workstation by creating a Workstation Install Program and installing on each workstation. For more information, refer to [Updating Deep Freeze Locally on a Workstation](#).

## Update Script for Deep Freeze Server Enterprise Console

Download *DSE\_UpdateScript.vbs* file from [http://www.faronics.com/Faronics/Documents/DSE\\_UpdateScript.zip](http://www.faronics.com/Faronics/Documents/DSE_UpdateScript.zip). Steps to run the update script is explained in the next section.



**Download the update script directly from the link provided above. The contents of the update script displayed below is just for information. Do not use the contents of the script show below for updating Deep Freeze Server Enterprise.**

```
'-----SCRIPT START-----
Set Shell= CreateObject("WScript.Shell")
Set FSO = CreateObject("scripting.FileSystemObject")
TmpFolder= Shell.ExpandEnvironmentStrings("%temp%")
key32bit = "HKLM\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\Deep Freeze
Server Enterprise\UninstallString"
key64bit = "HKLM\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\
Deep Freeze Server Enterprise\UninstallString"
WinTitle = "Deep Freeze Server 6.3 Console uninstall script"
if CStr(CheckRegKey(key32bit)) then
    InstallPath = Shell.RegRead (key32bit)
                                RemoteAdminKey="HKEY_LOCAL_MACHINE\SOFTWARE\Faronics\
DeepFreezeRemoteAdministrator"
    else if CStr(CheckRegKey(key64bit)) then
        InstallPath = Shell.RegRead (key64bit)
                                RemoteAdminKey="HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Faronics\
DeepFreezeRemoteAdministrator"
    else
        BtnCode = Shell.Popup("Deep Freeze Server 6.3 Console is not installed on this
machine.", 0, WinTitle, 16)
        wscript.quit
    end if
end if
InstallPathAdmin=Replace(InstallPath," /uninstall","")
InstallPathServ = Replace(InstallPath,"Deep Freeze Server Enterprise\dfadmin6.exe /
uninstall", "Deep Freeze Enterprise Server")
InstallPath = Replace(InstallPath,"\Deep Freeze Server Enterprise\dfadmin6.exe /
uninstall", "")
if FSO.FolderExists(InstallPathServ) then
    FSO.CopyFolder InstallPathServ, TmpFolder & "\Deep Freeze Enterprise Server"
    Shell.Run "Regedit /e " & TmpFolder & "\_$_dfreg.reg " & RemoteAdminKey, 2, true
    else
        BtnCode = Shell.Popup("Unable to locate " "Deep Freeze Enterprise Server" "
folder", 0, WinTitle, 16)
        wscript.quit
    end if
```

```

Shell.Run "" & InstallPathAdmin & "" & " /uninstall", 2, true
if FSO.FolderExists(InstallPath) AND FSO.FolderExists(TmpFolder & "\Deep Freeze Enterprise Server") then
    if NOT FSO.FolderExists(InstallPathServ) then FSO.CreateFolder(InstallPathServ)
    FSO.CopyFile TmpFolder & "\Deep Freeze Enterprise Server\*.DF5", InstallPathServ & "\", True
    FSO.CopyFile TmpFolder & "\Deep Freeze Enterprise Server\*.xml", InstallPathServ & "\", True
    Shell.Run "Regedit /c /s " & TmpFolder & "\_$_dfreg.reg", 2, true
    if NOT FSO.FileExists(InstallPath & "\Deep Freeze Server Enterprise\DFInit6.exe")
    \ää^ÄÑ^O~ääÁKÁUää→ÈŞ~*|*Ç¹Eää*ÁÔää~æÁO~^b~→æÁ'~^%&|ää\↔~^ÁääbÁâää^Áb|´æbbà|→]Á
    restored.", 0, WinTitle, 64)
end if
if FSO.FolderExists(TmpFolder & "\Deep Freeze Enterprise Server") then FSO.DeleteFolder(TmpFolder & "\Deep Freeze Enterprise Server")
if FSO.FileExists(TmpFolder & "\_$_dfreg.reg") then FSO.DeleteFile(TmpFolder & "\_$_dfreg.reg")

Function CheckRegKey(sKey)
    On Error Resume next
    Shell.RegRead sKey
    CheckRegKey = (Err.Number = 0)
    On Error Goto 0
End function
'-----SCRIPT END-----

```

## Running the Update Script for Deep Freeze Server Enterprise Console

1. Launch the *Command Prompt*. For Windows Vista or Windows 7, use the *Run as Administrator* option.
2. Run *DSE\_UpdateScript.vbs* file created in the previous section from the *Command Prompt*. The script uninstalls the older version of Deep Freeze Server Enterprise Console and Deep Freeze Server Configuration Administrator. The update script also copies the settings from the older version of Deep Freeze Server Enterprise Console.
3. Run *DFEntServ.exe* to install the new version of Deep Freeze Server Enterprise. The newer version of Deep Freeze Server Enterprise Console will now display the settings from the older version.