



## Diskeeper® 18 Installation Guide

This installation guide covers the following topics:

- **General Installation Information**
- **Installing Diskeeper on your Network**
  - **Downloading the software with Download Manager**
  - **Option 1** – Using Diskeeper Administrator (Recommended for installations of 20 or more systems.)
  - **Option 2** – Using a network software distribution program to perform a silent installation from the command line.
- **A Note about Firewalls**

### General Installation Information

When installed on your system, Diskeeper will use IntelliWrite®, IntelliMemory®, InvisiTasking®, Instant Defrag, CogniSAN, and Automatic Fragmentation Elimination technologies to keep your systems running at peak performance.

### Minimum System Resource Requirements for Installation

- Diskeeper will use approximately 250 MB of space after install.
- Diskeeper requires 4 GB of physical memory.
- Operating System Requirements (by edition)
  - Diskeeper Server
    - Diskeeper Server runs on Intel® processors - x86/x64 platforms (including compatible CPUs from other manufacturers) on Windows Server® 2008 R2 operating systems and above.
  - Diskeeper Professional
    - Diskeeper Professional runs on Intel® processors - x86/x64 platforms (including compatible CPUs from other manufacturers) on Windows® 7 operating systems and above.
  - Diskeeper Home
    - Diskeeper Home runs on Intel® processors - x86/x64 platforms (including compatible CPUs from other manufacturers) on Windows® 7 operating systems and above.

### Install Settings

To start the installation of Diskeeper, double-click the Diskeeper installation file you downloaded and follow the prompts displayed. First the installation files will be unpacked, and then the installation will start. All you need to do is follow the instructions displayed.

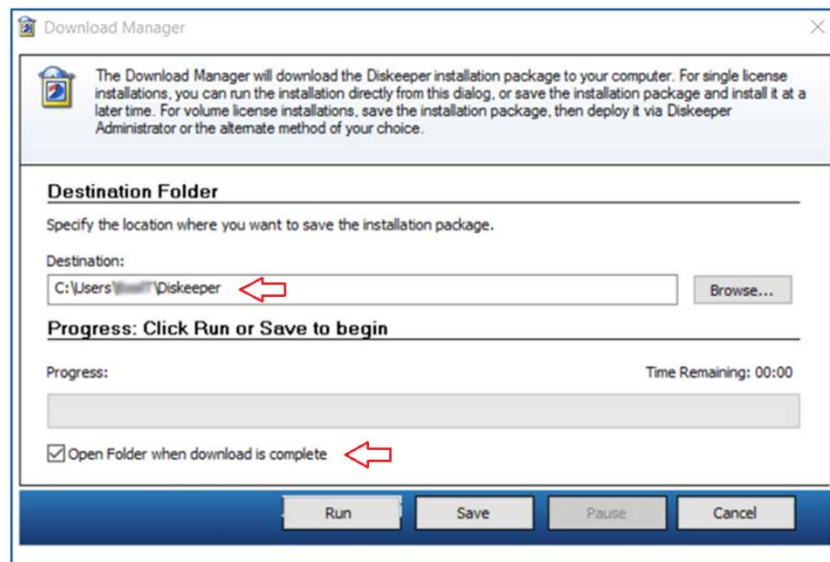
## Installing Diskeeper on Your Network

Diskeeper can be installed in a variety of ways. If you are installing Diskeeper onto a single system, no special actions are needed. Simply double-click the Diskeeper installation file you download on the target system and complete the installation wizard steps.

If you are installing the software onto multiple systems in a network you have two options as outlined below. Both options require using the Download Manager to download the software before proceeding.

## Downloading the Software with Download Manager

Once you purchase Diskeeper, you should receive an email with a direct download link for the Download Manager. Clicking the link will bring up the Download Manager where you can specify where to download the products you ordered. Click Run to immediately start the download process:



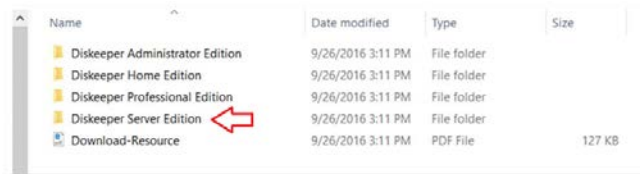
Alternatively, you may receive an email with your customer account information and a password. Go to [www.condusiv.com](http://www.condusiv.com) and click the Customer Login link at the top of the page, and then enter your email address and password. Once logged in, you will be presented with a screen where you can click the Download button, and click Run when prompted. This will start the Download Manager as above

After specifying where you want the package files to be downloaded, click Run to start the download process. Note the folder where the files are downloaded as you will need to navigate to that location for both options below.

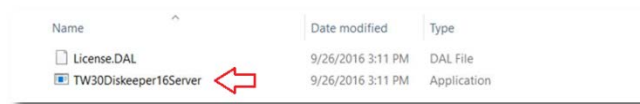


## Option 1 - Using Diskeeper Administrator (Recommended)

1. First, install Diskeeper Administrator edition with Diskeeper support on the Windows machine you use to manage your environment.
2. After installing Diskeeper Administrator, use Windows File Explorer to navigate to the folder where the Download Manager downloaded the product package files:



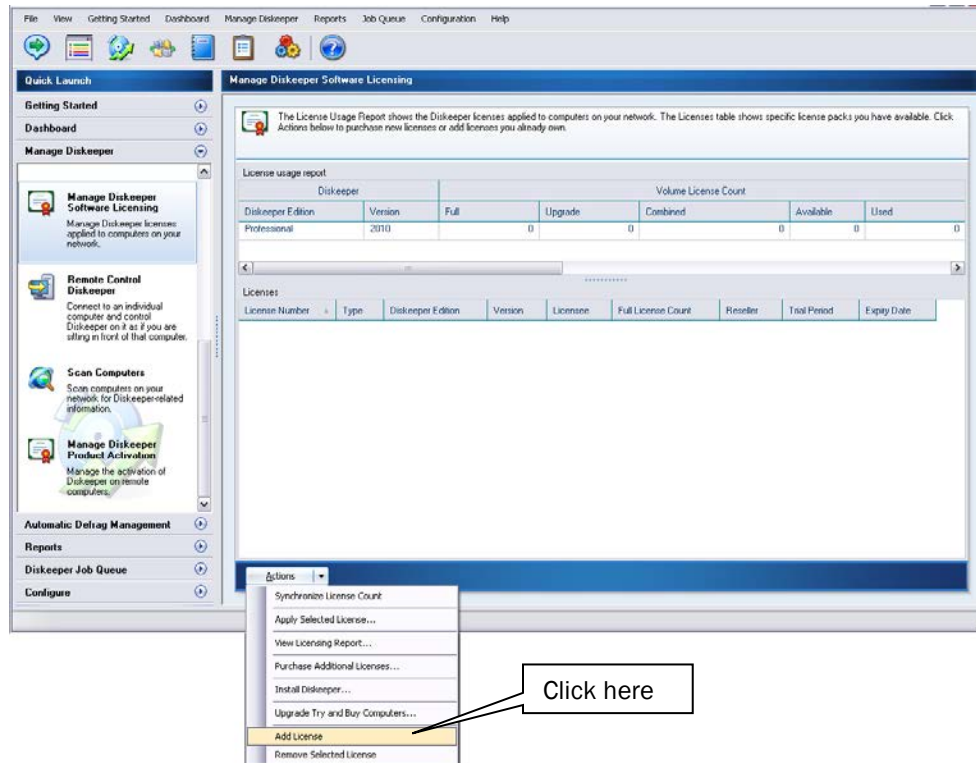
3. Double-click the folder, and then double-click the Diskeeper package file (e.g., TW30Diskeeper16Server.exe) to start the Diskeeper installation program:



4. The Diskeeper setup files will first be extracted, and then the installation wizard will automatically start. When the installation wizard pauses, select the option to cancel the installation (unless you wish to install Diskeeper on the local system).

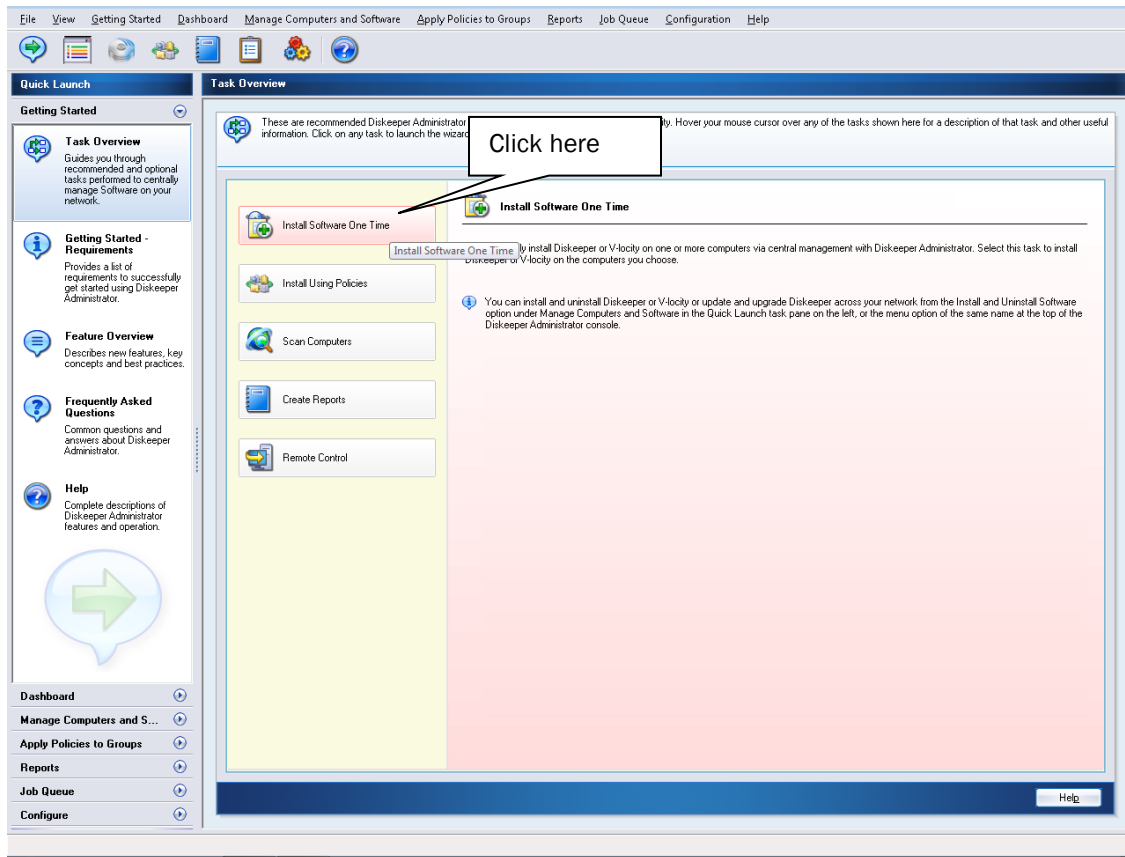
At this point the 32-bit and 64-bit Diskeeper software setup and license files will have been extracted into the same folder where the package file was run.

5. Launch Diskeeper Administrator and run the **Add License Files** wizard:

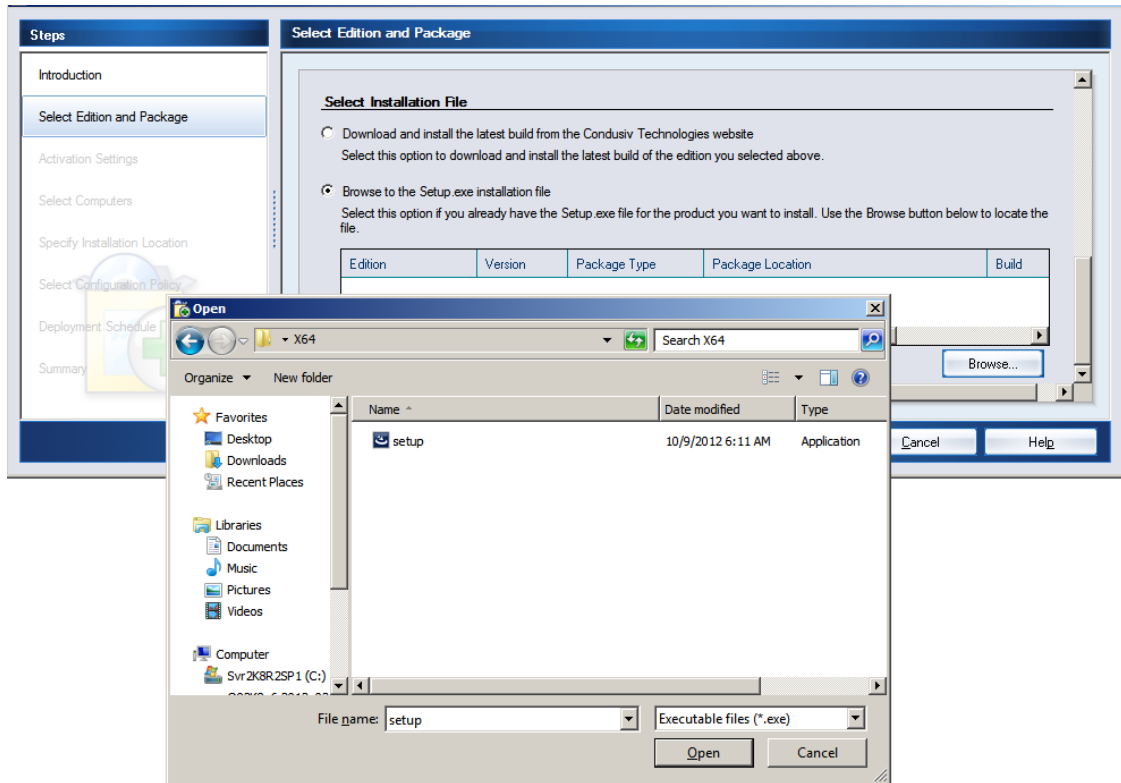


Browse to the subfolder containing the Diskeeper.DAL license file for the version of Diskeeper you plan to deploy (e.g., x64 for 64-bit systems). **Note:** To be able to browse to a folder containing a license file on a remote machine, ensure the folder on the remote machine with the Diskeeper license and installation files is “shared”.

- Once your license file has been added to the Diskeeper Administrator database, click on the Install Software wizard:



7. After selecting Diskeeper, when prompted, browse to the respective **Setup.exe** file. (Keep in mind that you may have X86 and X64 versions, so be sure to specify the correct one.)



8. Continue the installation until complete.

Note: Diskeeper 15 and Diskeeper 16 can be updated to Diskeeper 18 without a reboot. If you have Diskeeper 12 or earlier already installed, you will need to first uninstall Diskeeper first and reboot.

Note: V-locity Endpoint cannot be updated to Diskeeper 18. You must first uninstall V-locity Endpoint, then install Diskeeper 18.

## Option 2 - Using a network software distribution program to perform a silent installation from the command line

Most software distribution programs rely on access to a Setup.exe file. Follow these steps to extract the setup file necessary for installation with this type of tool.

- After downloading the product package files with the Download Manager (Option 1 above), use Windows File Explorer to navigate to the specific product folder that you wish to install the product from. Make sure the DAL license file is present along with the package EXE file (e.g., TW30Diskeeper16Server.exe).
- Begin by double-clicking the EXE file. This will start the extraction of the software setup files into the same folder.
- After the setup files have been extracted, the software installation will automatically start. Do not continue this process, and select the option to cancel the installation (unless you wish to install the software on the local system).
- The extraction process will provide access to one or two folders and a license file: Diskeeper.DAL. The folders are labeled x86 (for Windows 32-bit operating systems) and x64 (for Windows 64-bit operating systems). Select the appropriate platform and navigate to the Setup.exe file. It will also extract an Autorun.exe program that should be ignored (it is only used for local system installations).
- Copy the Diskeeper.DAL file (found at the "root" location to which your files were extracted) to the folder in which the Setup.exe installation file is located. You can also leave the Diskeeper.DAL file in the parent folder into which it is extracted but you will need to use the command line argument to identify its location during installation.
- You can then use installation parameters, as needed, with your software distribution tool on the respective setup.exe file.

### Command Line Installation Arguments

You can pass arguments (or switches) via command line or batch procedure to the various components that perform the Diskeeper installation.

The Microsoft Windows Installer executable, **MSIEXEC.exe**, accepts qualifiers from the command line. Also, there are Diskeeper-specific arguments that can be passed to MSIEXEC as well.

### MSIEXEC Arguments

The MSIEXEC Windows Installer executable accepts a number of arguments in the command line. Here are two that are useful with Diskeeper. Refer to the Microsoft Windows Installer documentation on the Microsoft website for more information about Windows Installer arguments.

#### **/v**

The /v switch passes arguments to the MSIEXEC installation executable. The /v argument is used to pass Windows Installer command line switches and values of public properties through to MSIEXEC.exe.



## **/qn**

The **/qn** switch causes MSIEXEC to run silently, with no information displayed on the target computer.

### **Note:**

For Windows 7, use: \Setup.exe /s /v /qn

For all other operating systems, use: \Setup.exe /s /v" /qn"

## **Diskeeper-Specific MSIEXEC Arguments**

The following MSIEXEC arguments apply only to Diskeeper installations.

- **CREATEDESKTOPSHORTCUT=1**  
This argument causes a desktop shortcut for running Diskeeper to be created on the target system.
- **LICENSEDIR**  
This argument specifies the location of the Diskeeper.DAL license file, for cases where it is not stored in the same folder as the .msi installation file.
- **SILENTACTIVATE=1**  
This argument causes the Diskeeper product activation to be performed on the target computer with no on-screen notification.

## A Note about Firewalls

Diskeeper Administrator and managed installations of Diskeeper/V-locity communicate across their respective networks. When a firewall is involved, there are some configuration steps that may be needed, prior to running Diskeeper/V-locity, for this communication to occur.

### **Networked machines running Diskeeper/V-locity**

In order for systems running firewalls to be able to utilize communications between your Diskeeper Administrator installation and managed client installations of Diskeeper/V-locity, some components may need to be added to your firewall (see below).

### **Diskeeper Administrator Edition (for a system that is host/server):**

- Port number 139 and Port number 445 - File and Print Sharing
- Port number 31029, Port number 31037, Port number 31036, and Port number 31056.
- C:\Program Files\ConduSiv Technologies\Diskeeper Administrator\DKAdmin.exe
- C:\Program Files\ConduSiv Technologies\Diskeeper Administrator\DKSAdmin.exe
- C:\Program Files\ConduSiv Technologies\Diskeeper Administrator\RemoteInstall\esri.ex

### **Diskeeper/V-locity (for systems that are clients):**

The following items or ports need to be enabled on your firewall if it is installed on the client machine:

- Port number 139 and Port number 445 - File and Print Sharing (Deployment needs this)
- Port number 31038 and port number 31058.

### **Additional components that may need to be added to your firewall's "White-list/exceptions list":**

#### **Diskeeper:**

- C:\Program Files\ConduSiv Technologies\ProductInstall\Folde\DkService.exe

#### **V-locity:**

- C:\Program Files\ConduSiv Technologies\ProductInstall\Folde\VService.exe

If you are running Diskeeper Administrator and Diskeeper/V-locity on the same machine, please run both configuration steps mentioned above.

After properly configuring your network and firewall settings, if you are still running into trouble, please check with your firewall provider to see what other actions can be taken to use 3rd party software in conjunction with the firewall. Go to the Technical Support page if you are still having trouble.

As a normal part of its operation, Diskeeper Administrator acts as a server on your network and installations of Diskeeper/V-locity act as servers on the systems to which they are deployed. If you are running a hardware or software firewall, you may see messages indicating that Diskeeper Administrator and/or installations of Diskeeper/V-locity are trying to act as a servers. These messages are expected; you can safely allow these events.

You may also be notified that Diskeeper Administrator and/or managed installations of Diskeeper/V-locity are trying to access the Internet. It is important to note that these products do not access the Internet (except when you specifically use the Check for Updates feature), but

they do use Windows mechanisms that may trigger these alerts from your firewall. Again, these messages are expected and you can safely allow the events.

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