



# GATEKEEPER Enterprise

## Pre-Installation Questionnaire

Thank you for providing the context of your network environment! **Your cooperation will save both parties 1.5 hrs** and will help us prepare the best installation experience for you.

**Phase 1** of the implementation will be the deployment of the GateKeeper Server and Client applications.

**Phase 2** will be devoted to GateKeeper User profile set up and configuration.

Sincerely,

Untethered Labs Team

*Putting all our ducks in a row to better serve you.*

## System Requirements:

### A. GateKeeper Hub Server Application for On-premise

<b>Operating System</b>	Windows 10 64-bit, Windows Server 2012, <b>Windows Server 2016 (Recommended)</b> , Windows Server 2019
<b>CPU</b>	2 GHz 2 Cores
<b>RAM</b>	16 GB (Recommended)
<b>Rights</b>	Administrator rights for installation
<b>Domain Connected</b>	Recommended. You can install on a non-domain computer, but the feature set will be limited.
<b>SQL Server</b>	Access to SQL Server on the network or install SQL Express during GateKeeper Hub installation.

### B. GateKeeper Client Application

<b>Windows Operating Systems</b>	Windows 7, 8.1, 10 (32- and 64-bit)
<b>Thin Client Operating Systems</b>	Windows 7 & 10 Embedded
<b>MacOS Operating Systems</b>	10.13 (High Sierra) and 10.14 (Mojave)
<b>CPU</b>	2 GHz (Recommended)
<b>RAM</b>	8 GB (Recommended for regular OS) 2-GB (for Thin Clients)
<b>Rights</b>	Administrator rights for installation
<b>Domain Connected</b>	(Recommended) You can install on a non-domain computer, but the feature set will be limited.
<b>USB Drivers</b>	Additional USB drivers may need to be installed for thin clients using Package Manager.

### C. GateKeeper Remote Application (Optional)

<b>Remote Access Terminal Server</b>	Windows Server 2012-2019
<b>CPU</b>	2 GHz (Recommended)
<b>RAM</b>	16 GB (Recommended)
<b>Rights</b>	Administrator rights for installation
<b>Domain Connected</b>	(Recommended) You can install on a non-domain computer, but the feature set will be limited.

## Pre-Installation Questions:

### 1. GateKeeper Application Managers

	Question	Answer
1	Name for the person responsible for installation and/or maintaining the client and server applications.	
2	Email address.	
3	Phone number.	
4	Are you planning to use the Cloud version or the on-premise version of the GateKeeper Hub server?  <i>*If you answer – Cloud, please skip to Section 4.</i>	

### 2. GateKeeper Hub Server Application

	Question	Answer
1	What OS do you have set up for the GateKeeper Hub Server? [e.g. Windows Server 2012, Windows Server 2016, Windows Server 2019, Windows 10]	
2	Will the installation be on a virtual machine?	
3	Does this machine have unrestricted access to the internet?	
4	Are all Windows updates installed on this computer? (Recommended)	
5	Do you have the IP address for this computer? [yes/no]	
6	Is Chrome installed on this computer? (Recommended)	
7	Is the computer connected to a domain? (Recommended)	

### 3. SQL Server Availability

	Question	Answer
1	Is a SQL server (2008 or later) available on the computer, or on the network, to add the GateKeeper database? (Installation & Tour will take 1 hr.)	
2	If No, would you like to install SQL Server Express 2012 on the computer while installing GateKeeper Hub?	
3	If No to above, would you prefer to pre-install SQL Server Express yourself prior to the GateKeeper Hub installation? Please follow these <a href="#">instructions</a> to self-install.	
4	If you already have an existing SQL Server, what is its IP address?	
5	If you already have an existing SQL Server, what is its instance name?	

#### 4. GateKeeper Client Application

	Question	Answer
1	What Windows OS do the client computers have?	
2	What macOS do the client computers have?	
3	Is the server accessible for these computers?	
4	Are the computers 32-bit or 64-bit?	
5	Are the client computers on a domain?	
6	Are the computer login accounts domain based, local, or both?	
7	A username and password are required to use GateKeeper. If you're using local Windows accounts, does each user know their Windows username and password?	
8	The Client Application must run on every GateKeeper enabled computer. Would you like to deploy this using Windows Group Policy?	

#### 5. GateKeeper Remote Application

	Question	Answer
1	Do you want to set up GateKeeper Remote on a terminal server?	
2	What is the OS for the terminal server?	
3	What is the OS of local computers that connect to the terminal server?	
4	Do local computers connect to the terminal server using Remote Desktop Protocol (RDP)?	
5	Are local computers and the terminal server on the same network?	
6	What is the IP address of the terminal server?	
7	Do you have admin rights on the terminal server?	