



Getting Started

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Welcome to PDQ Deploy

PDQ Deploy is a software deployment tool that allows system administrators to silently install almost any application or patch to multiple Windows computers simultaneously.

PDQ Deploy saves time and effort by enabling administrators to easily install, uninstall, update, repair, or make many other types of changes across the network without remote logins or physically walking to each computer.

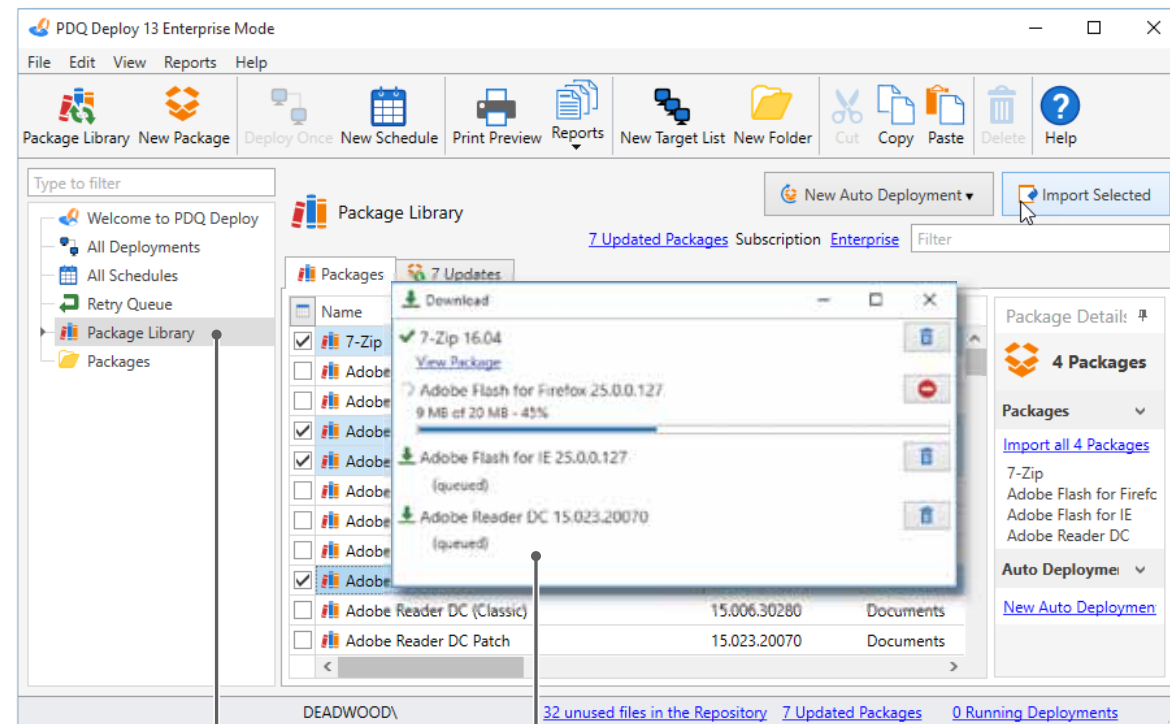
Using PDQ Deploy, administrators may create custom packages and deploy them to any computer on their network. For convenience and ease-of-use, admins can also use more than 150 ready-to-deploy packages¹ of popular free software from the PDQ Deploy Package Library. Access to the Package Library depends on your license level.

For details about licensing, see the [“PDQ Deploy Licensing Mode Comparison”](#) table on page 3.

1. All prebuilt packages are up-to-date and tested to ensure silent deployment, removal of unnecessary add-ons (for example, toolbars), and where possible, removal of auto updates.

PDQ Deploy features include:

- Simultaneous deployment to multiple computers.
- Seamless integration with Active Directory, PDQ Inventory and Spiceworks.
- Easy, scheduled or automated install of just about anything.
- Near real-time feedback status.
- Agent-less.
- Prebuilt packages of free software in the Package Library.
- Use one database across consoles.



Package Library

Importing Prebuilt Packages

This illustration shows the PDQ Deploy Package Library. For more information about PDQ Deploy features and functionality, see [“Introduction to the Interface”](#) on page 7.

PDQ Deploy Overview

To show you an example of how PDQ Deploy can help you manage your network, consider the following basic scenario.

Let's say you are the IT manager for a small high school. You know that the Adobe Flash plug-in needs to be updated on most of the computers used by your teachers, administrators, librarians, and students.

Here is how PDQ Deploy can help you solve this problem:

- 1 Check the PDQ Deploy Package Library for a prebuilt Adobe Flash package (or if necessary, you can create your own deployment package).

It's easier and faster to use a prebuilt package, so take a quick look at the Package Library on the PDQ Deploy Main Console or online. In the Package Library you can find a package for the latest version of Adobe Flash. Import the Adobe Flash package into your system.

- 2 Choose the target computers where you want to install Adobe Flash.

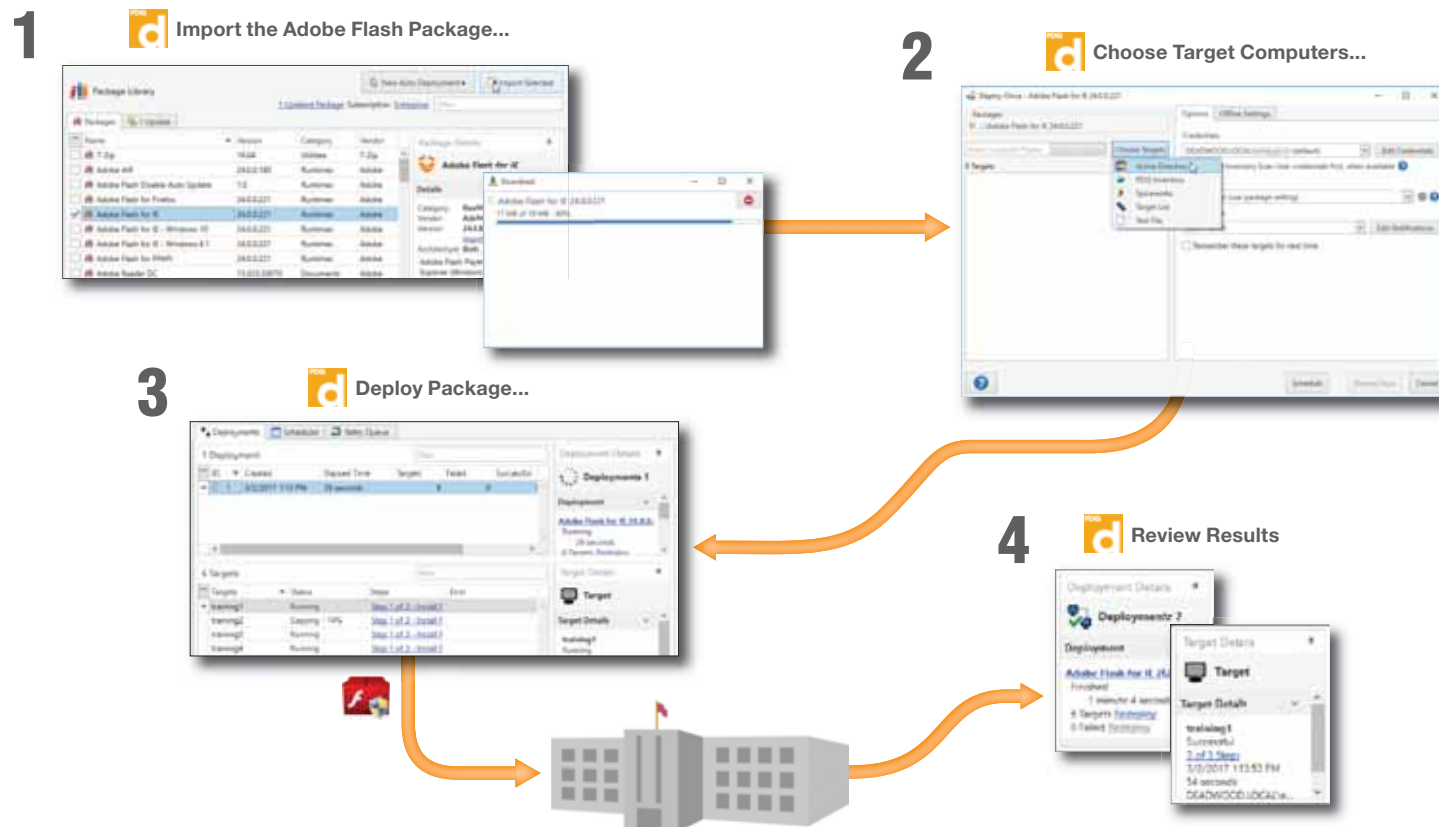
In PDQ Deploy, select the **Adobe Flash** package and use the **Deploy Once** feature to create a deployment. You can manually enter target computer names, or if your Windows network uses Active Directory (AD), you can browse AD from PDQ Deploy and select the target computers from there.

- 3 After you select the target computers, you can deploy the package.

To deploy the Flash update to your target computers, click **Deploy Now**.

- 4 Review the results of your deployment.

You can check the results of your Adobe Flash deployment in the PDQ Deploy Main Console. You can see the overall results of the deployment under Deployment Details and under Targets, you can view the results for specific computers.



Licensing

PDQ Deploy offers the following licensing options:

- Enterprise
- Pro
- Free

For details, see the licensing mode comparison table on this page.

PDQ Deploy Enterprise and Pro licenses are based on the number of system administrators who use the software, not the number of computers managed. You need one license for each administrator using PDQ Deploy.

PDQ Deploy Enterprise and Pro licenses give users access to the software in perpetuity.¹ Each license also includes a 12-month subscription to the Package Library, product updates, and support. To continue to use the Package Library and receive updates and support, users must maintain a current subscription.

The following sections review some of the benefits of maintaining a current PDQ Deploy subscription.

Package Library

Pro and Enterprise subscriptions provide access to additional packages in the Package Library. The Package Library contains common free applications and updates that are ready to download and deploy from within PDQ Deploy. PDQ keeps the packages up to date and tests all packages to ensure they install silently.

(continues)

PDQ Deploy Licensing Mode Comparison

The following table describes and explains the PDQ Deploy licensing modes.

For all the details about licensing PDQ Deploy, see our End User License Agreement (EULA) at <https://www.pdq.com/eula>.

License Mode	Basics	Details
Enterprise	<p>The Enterprise mode license includes all of PDQ Deploy's features.²</p> <p>Each Enterprise mode license is a perpetual license.¹ However, access to product updates, the Package Library, and support require a current subscription.</p>	<p>License: The Enterprise license mode unlocks all of PDQ Deploy's features including multi-user/package sharing capability, auto deployment of library packages when they are updated, and the deployment retry queue. Enterprise users also receive priority email support.</p> <p>Package Library: Includes access to all packages in the Package Library, including old versions of packages.</p>
Pro	<p>The Pro mode license includes many of PDQ Deploy's features.²</p> <p>Each Pro mode license is a perpetual license.¹ Access to product updates, the Package Library, and support require a current subscription.</p>	<p>License: The Pro license mode unlocks many of PDQ Deploy's features including multi-step packages, deployment scheduling, and deployment status email notification.</p> <p>Package Library: Includes access to the Free and Pro-level packages. Pro level only includes the most recent versions of packages.</p> <p>Upgrade: At any time you can upgrade from Pro to Enterprise mode with an Enterprise license key.³</p>
Free	<p>The free mode allows unlimited use of a subset of PDQ Deploy features.²</p> <p>PDQ Deploy can be used for free in commercial and non-commercial environments. There is no time limit, nor is there a limit to the number of computers that can be managed.</p>	<p>License: No license or subscription is required. PDQ Deploy free mode is 100% free to use in any setting (personal, commercial, government, or education). PDQ Deploy can be redistributed so you can share the software; however, you may not bundle PDQ Deploy inside other applications nor can it be rebranded or decompiled.</p> <p>Package Library: Free mode includes access to only the Free-level packages in the Package Library.</p> <p>Upgrade: You can upgrade³ a free installation of PDQ Deploy to Enterprise or Pro modes at any time by purchasing a license key or by registering for an Enterprise Trial⁴.</p>

1. A perpetual license means that you can indefinitely use the license mode and version of PDQ Deploy you purchase and all the updates released during the license period. However, to continue to use the Package Library and receive updates and support, you must maintain a current subscription.
2. For details about the features available for each mode, see the PDQ Deploy Comparison table at: <https://www.pdq.com/compare/>.
3. For more information about upgrading, see Upgrading PDQ Deploy in Help or the [PDQ Deploy documentation](#).
4. The Enterprise Trial mode is a free, 14-day, fully functional Enterprise mode trial license. It also includes trial access to any three Enterprise mode packages. Sign up online at <https://www.pdq.com/TryPDQDeploy>.

Licensing *(continued)*

Free product Upgrades

When using PDQ Deploy with a current Enterprise or Pro level subscription, all upgrades to PDQ Deploy are available for free. You can set up auto update alerts in the Preferences menu or sign up for email notifications.

It is important to remember that upgrade protection is valid only for versions released within the subscription period. Access to current upgrades, including updates to the Package Library, require that the product version and subscription stay current.

Subscription Validation

When you launch PDQ Deploy, it uses your license key to validate your subscription, then gives you access to the corresponding product features.

A current Enterprise license key also validates your subscription, but to enable certain Enterprise features you must activate each license by providing an email address. For example, if you have ten Enterprise licenses, those licenses must be associated with ten email addresses on your Customer page.

(To activate your licenses login at <https://secure.pdq.com/Order/CustomerLogon>.) Each console user must enter one of the ten email addresses when activating their Enterprise license to unlock the extra Enterprise features.

For additional information, see the video "Adding Enterprise Users to PDQ Deploy" at:

<https://support.pdq.com/hc/en-us/articles/220536967>

PDQ Deploy Product Feature Comparison

PDQ Deploy can be used in three license modes: Free, Pro, and Enterprise. Each successive license level includes all the benefits of the preceding level, additional features, and access to more packages in the PDQ Deploy Package Library.

For details, see the PDQ Deploy Comparison table on our web site at:

<https://www.pdq.com/compare/>

Product Requirements

The following table describes the system requirements and supported systems for PDQ Deploy.

System Requirements	PDQ Deploy Console	Target Computers
Operating Systems	<ul style="list-style-type: none"> Windows 10 (32-bit, 64-bit) Windows 8.x (32-bit, 64-bit) Windows 7 (32-bit, 64-bit) Windows Vista SP2 (32-bit, 64-bit) Windows Server 2016 (64-bit) 	<ul style="list-style-type: none"> Windows Server 2012 R2 (64-bit) Windows Server 2012 (64-bit) Windows Server 2008 R2 (64-bit) Windows Server 2008 (32-bit, 64-bit) Not supported: Windows XP, Windows 10 LTSB, and Windows home versions.
Configuration	<ul style="list-style-type: none"> Workstation: Windows 7, 8.1, or higher recommended Server: Windows Server 2008 R2 or 2012 R2 recommended 2–8 GB RAM (4 GB or higher recommended, depending on the number of target computers) 	<ul style="list-style-type: none"> Full Microsoft .NET Framework 4.0 (4.5.2 or higher recommended) DNS Client service running (Required for Windows remote communications) Administrator account (Domain account recommended) Windows XP, Windows 10 LTSB, and home versions are not supported.
		<ul style="list-style-type: none"> Windows 10 (32-bit, 64-bit) Windows 8.x (32-bit, 64-bit) Windows 7 (32-bit, 64-bit) Windows Vista SP2 (32-bit, 64-bit) Windows Server 2016 (64-bit) Windows Server 2012 R2 (64-bit) Windows Server 2012 (64-bit) Windows Server 2008 R2 (64-bit) Windows Server 2008 (32-bit, 64-bit) Not supported: Windows XP and Windows home versions.
		<ul style="list-style-type: none"> 1 GB RAM (2 GB recommended) Administrator account: Can be an Active Directory domain account or local to the target computer. A domain account is recommended. A well maintained DNS environment is highly recommended. <p>Network Connectivity/Firewall</p> <ul style="list-style-type: none"> File and Printer Sharing must be enabled.
		<ul style="list-style-type: none"> Read/write access or higher is required to the ADMIN\$ share and service manager. <p>Windows Firewall</p> <ul style="list-style-type: none"> Allow inbound file and printer sharing exception. This rule allows the IPC\$ and ADMIN\$ shares to be available. Administrative access to these shares is required. Allow ICMP exceptions (Allow inbound echo request). This rule allows a target computer to respond to ping requests.¹

1. For more information on firewall ports and exceptions, see the following page on our website at <https://support.pdq.com/hc/en-us/articles/220533627>.

PDQ Deploy Installation

Installing PDQ Deploy

To install PDQ Deploy:

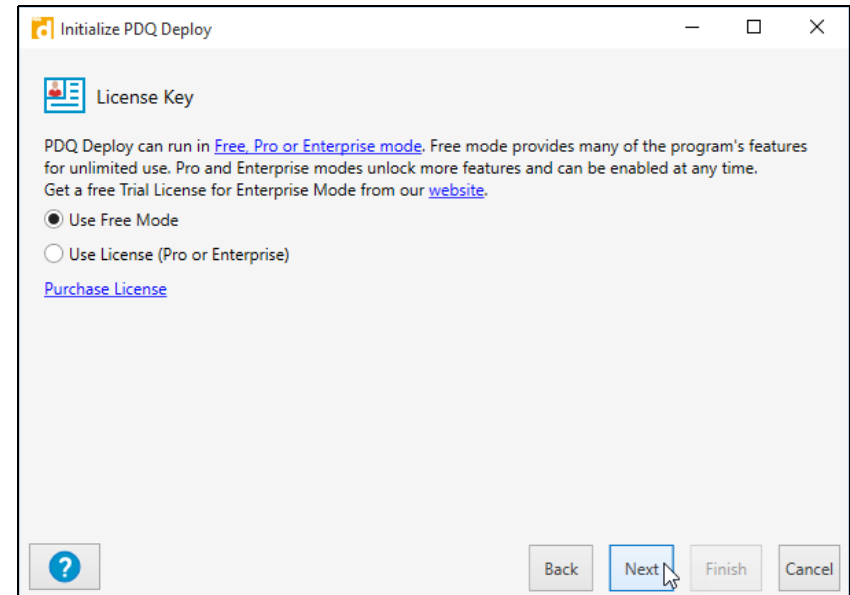
- 1 Download the PDQ Deploy installer from our website:
<https://www.pdq.com/download/>
- 2 Launch the installer (PDQDeploy.x.x.x.x).
- 3 On the Welcome to PDQ Deploy window, click **Next** and follow prompts.



For details about upgrading and activating PDQ Deploy in Enterprise or Pro mode, see "Licensing" in the Help from the product or at <https://link.pdq.com/docs-pdqdeploy/licensing.htm>.

- 4 On the License Key window, select one of the following licensing options:

To install PDQ Deploy in Free mode or to install now and activate a license later, select **Use Free Mode**, then click **Next**.



Or, to install and activate PDQ Deploy now (you must have a Pro or Enterprise license key):

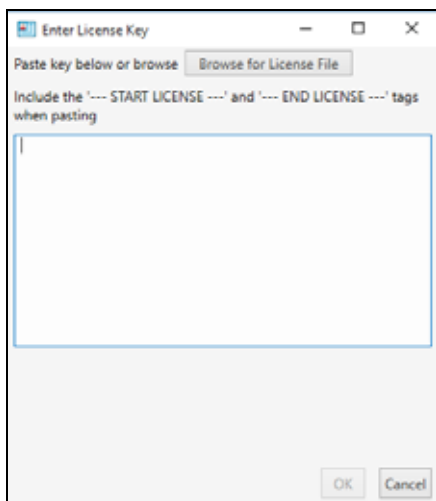
- 4a On the License Key window, select **Use License (Pro or Enterprise)**.

The Enter License Key window opens.

- 4b Do one of the following:

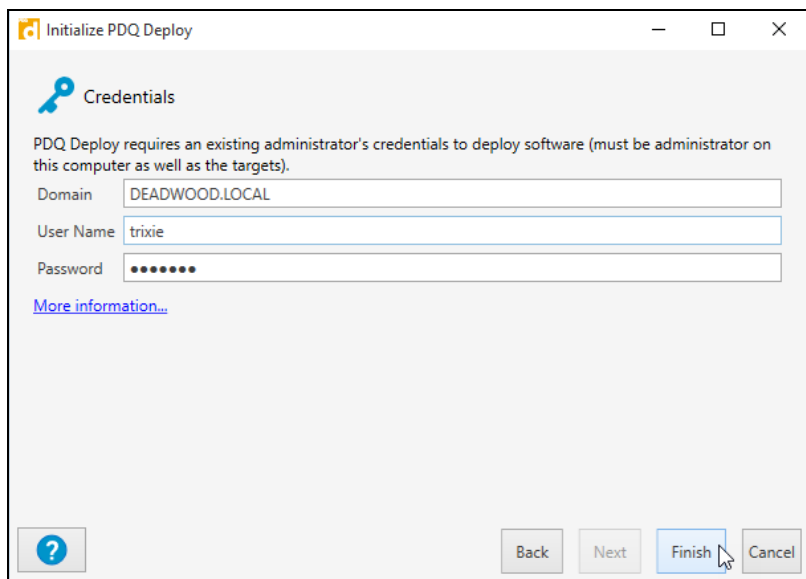
- Copy and paste your license key from the license email, then click **OK**. Include --- START LICENSE --- and --- END LICENSE --- when copying the key.

- Browse to and select your license key file, then click **OK**.



- On the License Key window, click **Next**.

- 5 On the Credentials window, type your User Name and Password.



PDQ Deploy requires the console computer user to have a local administrator account. You must also have administrative rights on the target computers to copy files to the ADMIN\$ share and to create and start the remote service.

For more information about credentials, see “Credentials, Run As”, and “Log on as a service privilege” in Help or at <https://link.pdq.com/docs-pdqdeploy?credentials.htm>.

For details about target computers and credentials, see Target Computers—Configuration in the “Product Requirements” table on page 4.

- 6 Click **Finish** to complete the installation.

PDQ Deploy is now installed and ready to deploy packages to workstations on your network. However, before you get started, please review the following sections for useful information on configuring and using PDQ Deploy.

Configuration/Troubleshooting

This section includes links to useful information and resources that will help you get up to speed with PDQ Deploy.

- In order to successfully deploy packages with PDQ Deploy, the target computers must have the appropriate firewall ports and services enabled. For details see: <https://support.pdq.com/hc/en-us/articles/220533627>
- If a target computer is not a member of an Active Directory domain you may need to enable Remote UAC. For instructions see the following article at: <https://support.pdq.com/hc/en-us/articles/220533007>
- There is a wealth of configuration and troubleshooting information available in our video library. Sample topics include:
 - Adding and Using Multiple Credentials in PDQ Deploy
 - PDQ Deploy Best Practices: Retry Queue
 - Setting up Auto Deployments in PDQ Deploy
 For more information, see our PDQ Deploy videos at: <https://www.pdq.com/videos/>
- For ongoing guidance, you can subscribe to our live weekly webcasts and ask us questions directly at <https://www.pdq.com/webcast>.
- Knowing more about how PDQ Deploy works can be helpful when you are troubleshooting deployment issues. See the article, “Under The Hood: How PDQ Deploy Installs Software to Remote Computers” on the web at: <https://support.pdq.com/entries/21532386>

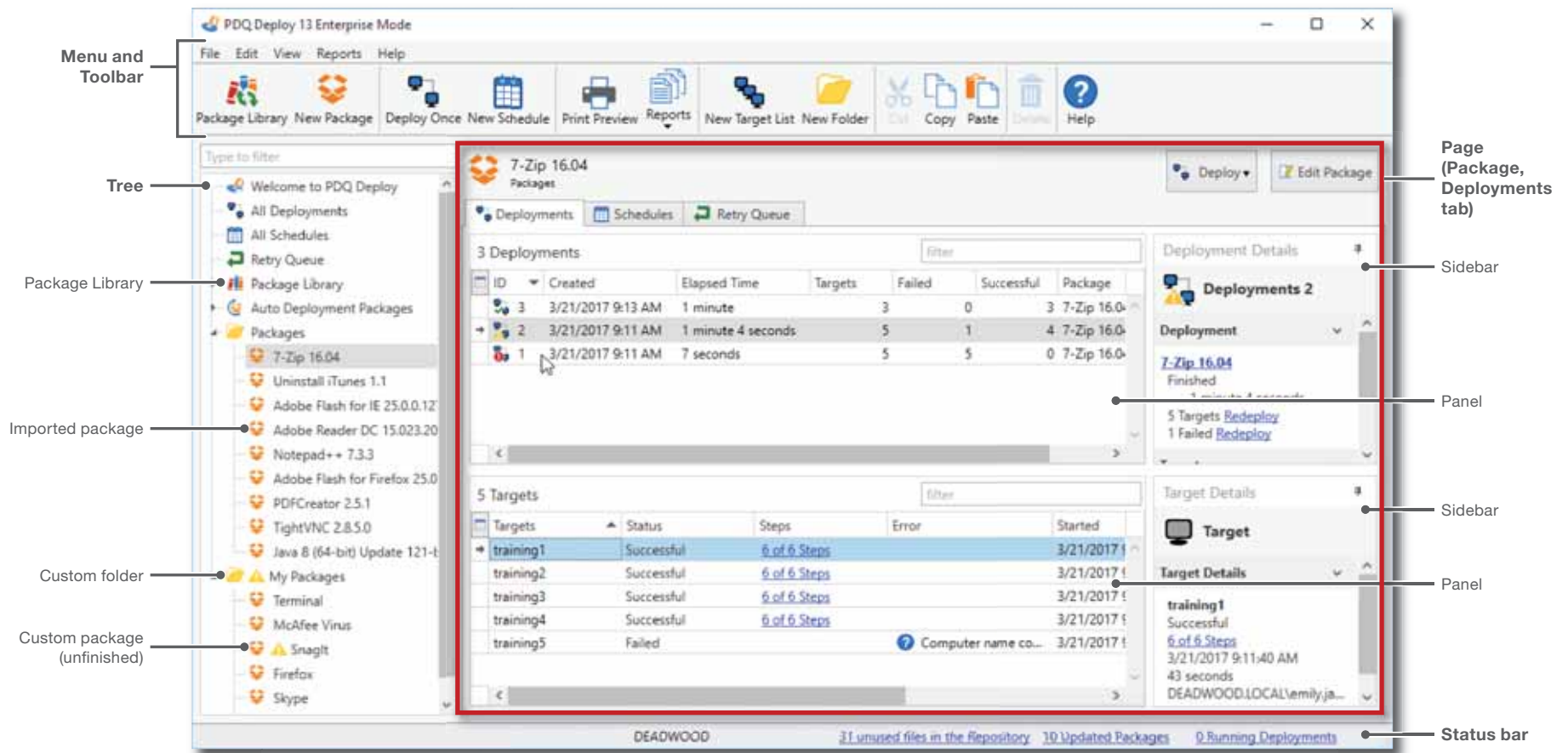
Introduction to the Interface

This section introduces you to the main components of the PDQ Deploy interface—the Main Console, Package window, and Deploy Once window, and Schedules.

The Main Console

The main console provides access to your configured packages, deployments, schedules, and target lists. You can also access and import more than 150 prebuilt PDQ Deploy packages from the Package Library.

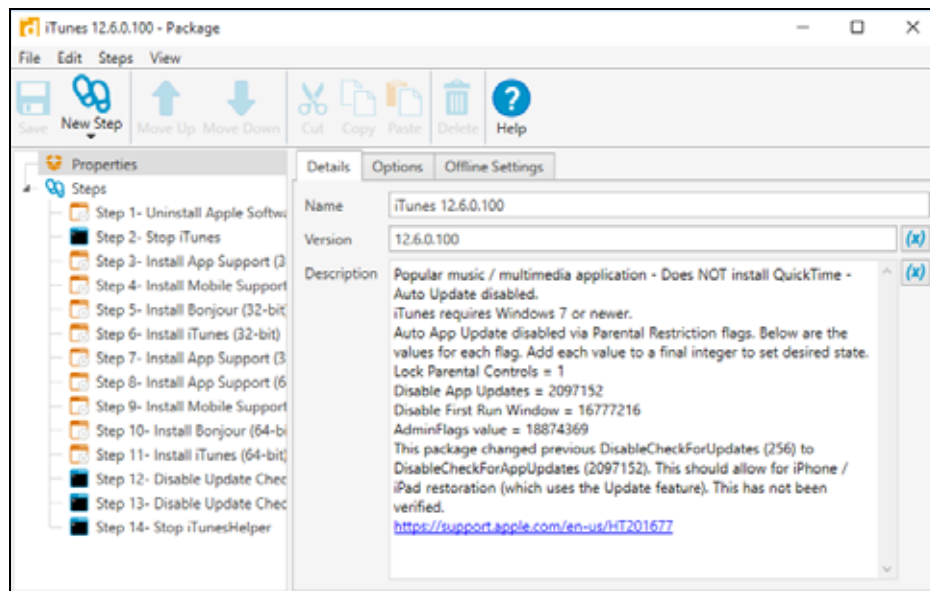
The main console window is comprised of three navigational components—the Menu and Toolbar, the Tree, and the Page. The following sections provide more information on these components.



The Package Window

A PDQ Deploy package is a set of one or more steps that are executed on target computers. Use the Package window to create and edit packages. The Package window has three main components—the Menu and Toolbar, the Step list, and the Package/Step Properties.

You can build packages with steps that silently install applications or updates, run commands, display messages, logoff or reboot, among others. For more details about packages and package steps, see “Creating and Editing Packages” and “Package and Step Properties” in Help or at <https://link.pdq.com/docs-pdqdeploy?working-with-packages.htm>.



Schedules

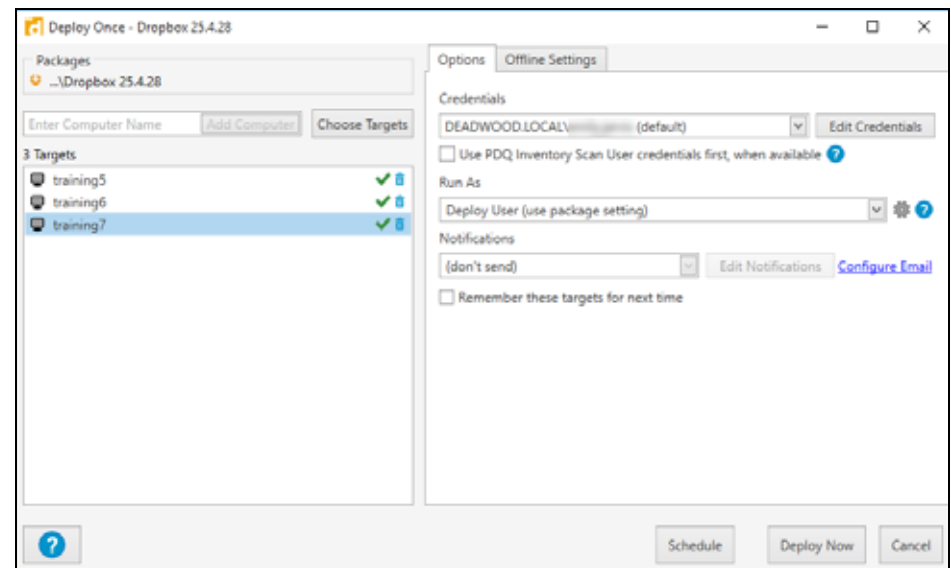
Schedules allow you to deploy one or more packages to target computers at specified times in the future. (Requires Pro or Enterprise mode). Scheduled deployments can run once, daily, weekly, monthly, or with heartbeat. Schedules can use static lists of target computers or even link to target computers dynamically from a number of sources including Active Directory, Spiceworks, and PDQ Inventory.

Scheduled deployments are very handy for ensuring deployments run whether or not you are in the office. Schedules are also the backbone for setting up [Auto Deployments](#) (Enterprise mode required). In order to create a schedule, click on **New Schedule** on the toolbar (or click **File > New Schedule**) to open the New Schedule window. This window consists of several tabs to configure each component. For more details about configuring your schedules, see “Setting up Scheduled Deployment” in Help or at <https://link.pdq.com/docs-pdqdeploy?scheduled-deploy.htm>.

The Deploy Once Window

In PDQ Deploy, deployment is the process of installing a single package on one or more target computers. Use the Deploy Once window to select target computers, set deployment properties, and deploy immediately. This window has two primary components—the Targets Editor and Deployment Properties.














Deployments can install, uninstall, update, repair, and other changes across the network. For more details about configuring and executing deployments, see “Manually Deploying Packages” in Help or at <https://link.pdq.com/docs-pdqdeploy?manual-deploy.htm>.



The Menu and Toolbar

The File, Edit, View, Reports, and Help menus provide commands and controls for the components and content you create and edit in PDQ Deploy. The Toolbar provides quick, context sensitive access to selected commands.











The table below provides quick reference details for each command. For the complete command quick reference table, see “The Menu and Toolbar” in Help or at <https://link.pdq.com/docs-pdqdeploy?menu-and-toolbar-icons.htm>.

Menu	Command	Icon	Shortcut	Description
File	New Package		Ctrl+N	Opens New Package window.
	New Target List		Ctrl+Shift+T	Opens new blank Target List window.
	New Folder		Ctrl+Shift+F	Creates new folder for organizing packages and target lists
	New Schedule			Opens a new blank Schedule window.
	Deploy Once		Ctrl+D	Opens a new blank Deploy Once window for the selected package.
	Print Preview		Ctrl+P	Previews and prints or exports what is displayed on the console.
	Preferences		Ctrl+Comma	Opens PDQ Deploy Preferences.
Edit	Cut		Ctrl+X	Cuts the selected item.
	Copy		Ctrl+C	Copies the selected item.
	Paste		Ctrl+P	Pastes the selected item.
	Delete		Del	Deletes the selected item.
View	Package Library			Opens the Package Library on the Main Console window.
Reports	(various)			Previews and prints or exports reports (Deployment, Package, Package Library, Schedule, or Target List) depending on where you are on the console. Select from various report profiles (depending on the report selected).
Help	Contents		F1	Opens the PDQ Deploy help system in your default browser.

The Tree and Page

The tree contains all of the packages, deployments, schedules, target lists and custom folders in your PDQ Deploy system. You can also access the PDQ Deploy Package Library from the tree.

Select an item in the tree to display its details in the page view on the right. You can organize the tree by moving folders or creating folders for packages and target lists. The following table provides a description for each element in the tree.

Page	Icon	Description
Welcome to PDQ Deploy		Includes links to get you started with packages, to help and documentation resources, and to follow Admin Arsenal on social networking.
All Deployments		Lists all deployments in your system.
All Schedules		Lists all schedules in your system.
Retry Queue		Displays the list of computers waiting for packages to be redeployed. (Enterprise license mode required.) Only computers that failed due to being offline will be placed in the Retry Queue.
Auto Deployment Packages		Displays PDQ Deploy packages that are configured for Auto Deployment. This item appears only after an auto deployment is created. (Pro or Enterprise license mode required)
Package Library		Displays the pre-configured packages created and tested for deployment by Admin Arsenal. The packages that you can import and deploy from the Package Library depends on your license mode (Enterprise, Pro, or Free).
Shared Databases		Shows the databases you share with other PDQ Deploy users in your enterprise. This item appears only if Shared Databases is enabled. (Enterprise license mode required.)
Packages (Default Folder)		Contains all imported packages in your system. This is the default folder for imported packages.
Package		Select a package to view its details, like associated deployments, schedules, and more. Packages can be dragged and dropped onto target lists to create a deployment (and vice versa).
Folders (Custom)		Shows the packages and target lists in the selected folder. You can create custom folders for organizing packages and target lists, then drag and drop to move them.

Where Do I Go from Here?

Upgrade

To get the most out of PDQ Deploy, buy an Enterprise or Pro mode license.

- For a comparison of features, check out the PDQ Deploy Comparison table on our web site at <https://www.pdq.com/compare/>.
- For details about licensing, see “Licensing” on page 3.
- To purchase PDQ Deploy licenses or generate a quote, see the page on our web site at <https://secure.pdq.com/Order/>.

Integrate with PDQ Inventory

PDQ Inventory complements PDQ Deploy. You can use this tool to determine what software (and the associated versions) is installed on the computers you manage. PDQ Inventory scans computers and collects hardware, software, and Windows configuration data. It then compiles inventory collections and reports. PDQ Deploy can use this data to create lists of computers that need specific applications or updates. You can also launch PDQ Inventory from PDQ Deploy after a deployment by right-clicking the computer name. For more information about PDQ Inventory, see our web site at <https://www.pdq.com/pdq-inventory/>. Also, see the video “Cool Features in PDQ Inventory” at <https://support.pdq.com/hc/en-us/articles/220539807>.

Use the Package Library

Admin Arsenal provides a library of up-to-date, prebuilt packages for common, free applications such as Adobe Reader, iTunes, Handbrake, Java, Windows, and internet browsers. If you want to review the Package Library or download prebuilt packages, see “Introduction to the Package Library” or “Importing Prebuilt Packages from the Package Library” in Help or on the web at https://link.pdq.com/docs-pdqdeploy?import_prebuilt_packages.htm. For information about using the Package Library, see the video “PDQ Deploy Package Library Introduction” at <https://support.pdq.com/hc/en-us/articles/115000011771>.

Create Custom Packages

Admin Arsenal allows you to build your own custom packages to install software or perform maintenance tasks such as rebooting workstations. If you want to build a custom deployment package, see “Creating and Editing Packages” in Help or at <https://link.pdq.com/docs-pdqdeploy?create-and-edit-packages.htm>. Also, see the video “Building a Package in PDQ Deploy” at <https://support.pdq.com/hc/en-us/articles/115000016811>.

Create Target Lists

A Target List is a list of network computers where you want to deploy packages. Target computers may be selected from Active Directory, PDQ Inventory, Spiceworks, a text file, or they can be manually defined. To learn how to create a target list, see “Creating Target Lists” in Help or at <https://link.pdq.com/docs-pdqdeploy?target.htm>.

Auto Deployments

Auto Deployment allows you to automatically deploy new versions of packages as they become available in the PDQ Deploy Package Library as well as running pre- or post-steps. (Enterprise Mode required). The Auto Deployment approval policy determines when your auto deployment schedules will be automatically updated. If you want to setup an Auto Deployment, see “Creating Auto Deployments” in Help or at <https://link.pdq.com/docs-pdqdeploy?auto-deploy.htm>.

Get Training

If you need product training, Admin Arsenal provides several options:

- Admin Arsenal presents free weekly webcasts focused on one topic related to PDQ Deploy. They are approximately 30 minutes long and include a Q&A session. For information on upcoming live webcast topics, links to previous webcasts, and to sign up for notifications, see our web site at <https://www.pdq.com/webcast/>.
- We also have an extensive library of free training videos, available at anytime, covering all aspects of setting up and using PDQ Deploy. Sample topics include: creating packages, scheduling deployments, auto deployment, deploying multiple apps with a single package, and many product-specific tutorials. To browse the PDQ Deploy video library, see our web site at <https://support.pdq.com/hc/en-us/sections/204439207>.
- You can also purchase Virtual Training (via phone and TeamViewer) for custom, one-on-one training from a PDQ Deploy instructor for your company. To request more information, see our web site at <https://www.pdq.com/request-private-web-training/>.