



SysAidTM

Deployment

Tool Guide

June 2006



Introduction

You want SysAid to see your assets, providing information on their hardware, software, history, and more. This guide will teach you how to achieve this goal.

Before SysAid can monitor a computer, the computer needs a copy of the SysAid end-user module. There are several ways to install this module, as described in the SysAid Getting Started Guide. The common, easiest way is using the Deployment Tool, which scans the network and automatically installs the module on all machines.

To get this Deployment Tool, you must install the SysAid Administrator Tools. To learn how, consult your Administrator Tools Installation guide.

Using the Deployment Tool

Once the Administrator Tools are installed, choose "Deploy Sys Aid" in your SysAid shortcut. On most machines, the shortcut will be Start → All Programs → Sys Aid. The opening screen is displayed in figure 1.

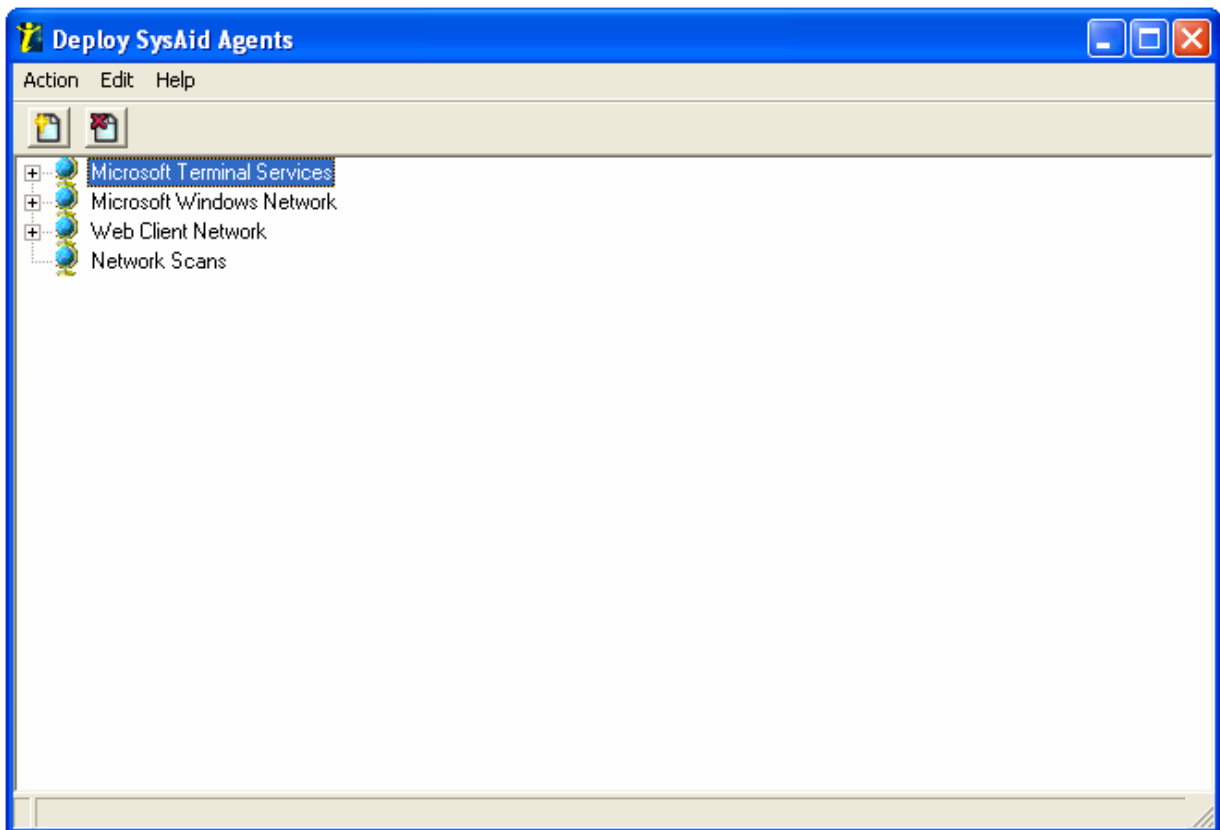


Figure 1

Using this screen, you can automatically scan your organization's network for assets. The end user module will be installed on each machine. From thereon, SysAid will see the asset.

The Deployment Tool will display your network. Highlight all the machines you want SysAid to manage. Click on Action→Deploy to Selected Computer, or simply click the "Deploy to Selected Computers" button in the top left corner. SysAid will install the end user module on the computers. From hereon, SysAid will see them.

Alternatively, you can locate computers by scanning every machine between two IP addresses. This is the Network Scan option.



To use this select, click Action→Add Network Scan. Input a starting IP address, and a finishing one. The option for this network scan will appear in the main screen under "Network Scans". Click on the option, and the scan will begin. Each IP address between the two you specified will be scanned.

Once the machines are located and displayed, you can highlight them and deploy the end user module.

To uninstall the end user module from machines, highlight the machines, and select Action→Undeploy from Selected Computers, or click the "Uninstall from Selected Computers" button in the top right.

Settings

The Deployment Tool offers you several settings (figure 2). Most of these settings you will never have to change. The default values are right for most organizations. You can reach the settings screen at Edit→Settings.

The Source Directory is the location of the tool. The Destination Directory is the location where, on the network's computers, the end user module will be installed. The Server URL is the machine SysAid is running on. There is also an option for a Proxy server.

Once SysAid is deployed across your network, users will be able to

launch the system by clicking a hotkey. The default is F11, which you can change.

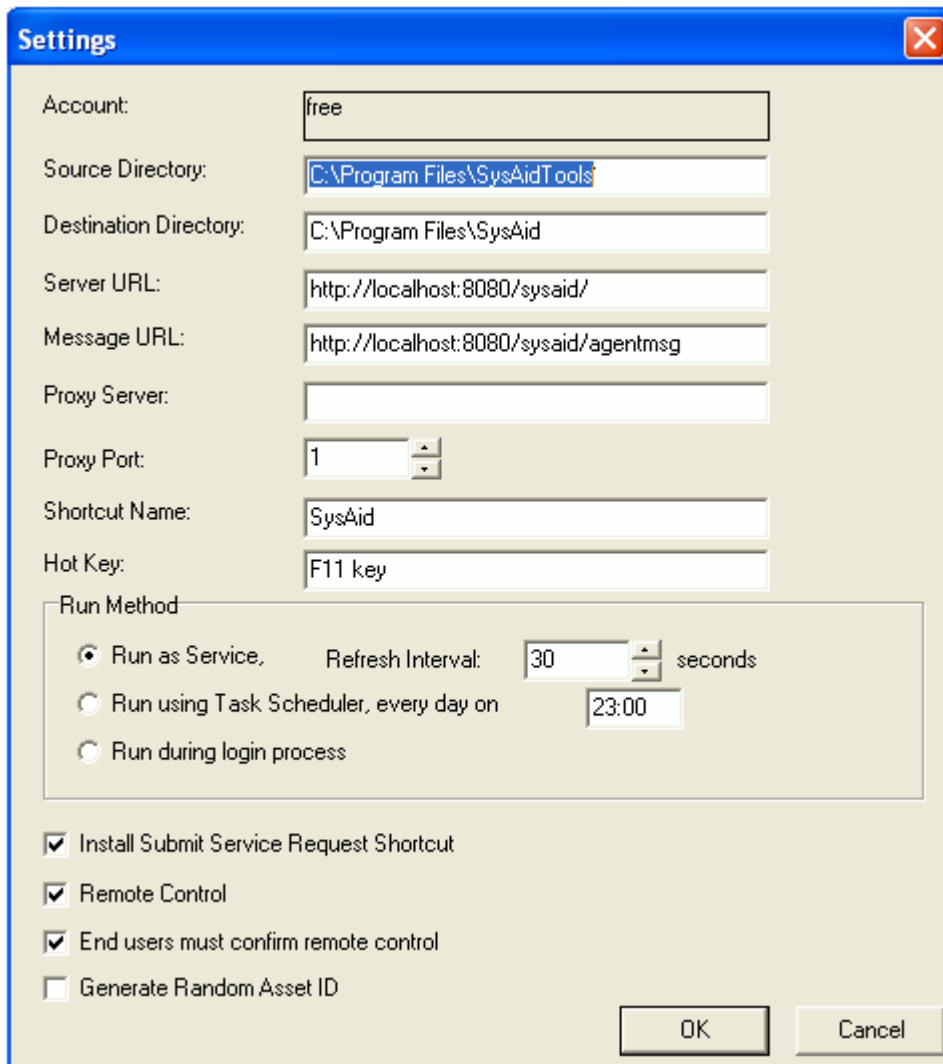


Figure 2

To monitor computers, SysAid will occasionally scan them, viewing their details and updating the information it displays. There are different ways to achieve this. By default, SysAid will run as a service on computers, contacting the server every thirty seconds. Whenever it



needs to, SysAid, during one of these contacts, will update the inventory. Alternatively, you can set SysAid to run as a Task Scheduler, which will run every day at a predefined time. Finally, you can choose to run this update scan only when the computer logs in.

In versions which include a help desk system, SysAid installs, by default, a "Submit Service Request" icon on all computers. This lets end users easily submit service requests to the system. The settings screen allowed you to cancel this default shortcut.

By default, SysAid also enables remote control of computers it manages. Here, you can cancel the option. SysAid administrators will be unable to remote control the computers.

The final checkbox is "Generate Random Asset ID". By default, SysAid automatically assigns an identification for each asset. However, some organizations use log-in stations, where different laptops can connect. In this case, SysAid will only recognize the log-in station, and will be unable to differentiate between laptops. Therefore, you can choose to generate a random asset ID. Each machine will receive a random ID, which SysAid will recognize it by, thus ensuring unique identification.

Login Settings

When installing the end user module on computers, you will be logging into them. You can choose to log in as the current user (the default), or as another user.

To change the login settings, select Edit→Login Settings (figure 3).

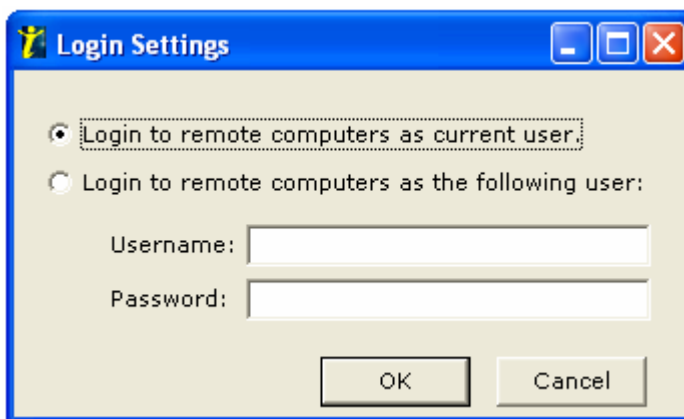


Figure 3

Final Words

Once you've successfully run the deployment tool, SysAid will see all the assets you installed the end user module on. To view these assets, log into SysAid, and click on "System" in the sidebar.

You can manually add assets via SysAid (under System→Add Assets), or using the SysAid Agent (which you can download from SysAid



under "Downloads").

If you have any questions/comments this guide does not address, you may visit our support page at www.ilient.com/contact_support.htm. You may also contact us directly at support@ilient.com, or (if you are a registered user) log into our support account.