

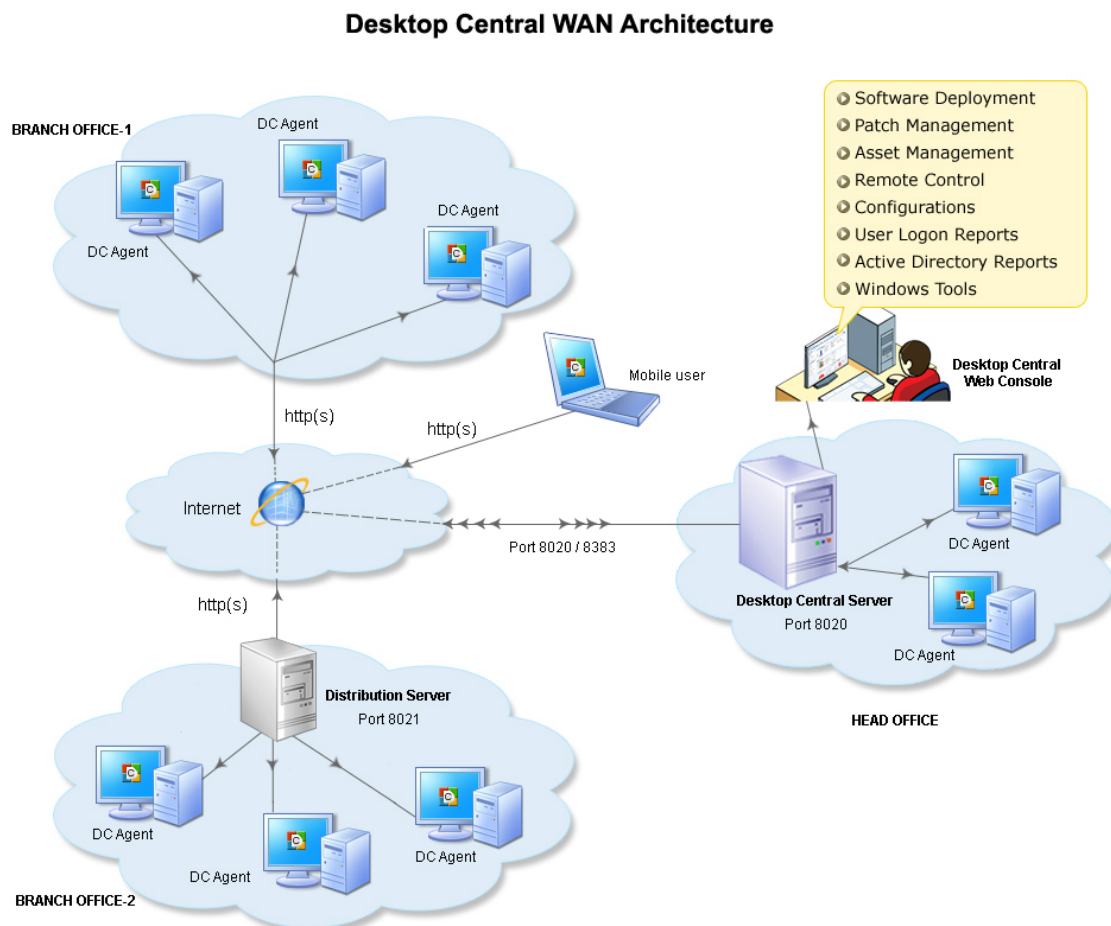
Desktop Central - Managing Windows Computers in WAN

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Overview

ManageEngine Desktop Central is Web-Based windows desktop administration software that helps administrators to effectively manage the desktops from a central point. It provides Software Deployment, Patch Management, Service Pack Installation, Asset Management, Remote Control, Configurations, System Tools, Active Directory Reports and User Logon Reports.

Desktop Central supports managing Computers in a distributed setup like branch/remote offices and for mobile users (eg. Sales Persons). The figure below depicts the Desktop Central Architecture for managing computers in WAN. The details of the individual components are given below:



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Advantages

- ❖ Simple, fast, and an affordable solution for your desktop management needs.
- ❖ Low bandwidth utilization
- ❖ Network-neutral desktop management.
- ❖ No separate VPN infrastructure is required.
- ❖ Secured communication between the Server and the Agent.
- ❖ Centralized management of computers from a single console.

Server Component

Desktop Central Server has to be installed in your LAN (say, the head office) and has to be configured as an EDGE device. This means that the designated port (default being 8020 and is configurable) should be accessible through Internet. You need to adopt necessary security standards to harden the OS where the Desktop Central Server is installed. Agents from all the remote locations report to this Desktop Central Server.

The Server acts as a container to store the configuration details and, upon request, provide the instructions to the agents. It is advised to keep the Desktop Central server always running to carry out the day-to-day Desktop Management activities.

Distribution Server Component

Desktop Central Distribution Server is light-weight software that is installed in one of the computers in the Branch Offices. This will communicate with the Desktop Central Server to pull the information for all the computers in that branch. The agents that reside in the branch office computers will contact the Distribution Server to get the information available to them and process the requests.

- ❖ Low bandwidth utilization as only one agent will contact the Server periodically
- ❖ Pulls the configuration details, software packages, patches to be installed, etc., from the Desktop Central Server and makes it available for the rest of the computers in the branch.

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- ❖ Supports secured mode of communication (SSL/HTTPS) with the Server.
- ❖ Distribution Server installation is one-time and subsequent upgrades will be automatically performed.

Agent Component

Desktop Central Agent is light-weight software that is installed in the client systems that are being managed using Desktop Central. It acts as a worker to carry out the operations as instructed by the Desktop Central Server.

- ❖ Unobtrusive light-weight component.
- ❖ Can either be installed manually or through the logon script in all the computers that are being managed using Desktop Central. However, for computers in the local LAN, the agents will be automatically installed.
- ❖ Agent installation is one-time and subsequent upgrades will be automatically performed.
- ❖ For computers in the same LAN as that of the Desktop Central Server, the agent will periodically connect to the Server to PULL the configurations available for them, deploys them and updates the status back to the Server.
- ❖ For computers in Branch Offices, the agent will contact the Master Agent to PULL the configurations available for them, deploys them and updates the status back to the Server.

Web Console

- ❖ Provides a central control point for all the desktop management functions.
- ❖ Can be accessed from anywhere: LAN, Remote Offices, and Home through Internet/VPN.
- ❖ No separate client installations are required.

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Ports Used by Desktop Central

No specific ports need to be opened on the Agent side. On the Server, you need to open the following TCP ports:

1. 8020 - Used for Agent-Server communication and for accessing the Web interface.
2. 8383 - Used for secured communication between the agent and the Desktop Central Server.
3. 8443 – Used for Remote Control (Secure Mode)
4. 8444 – Used for Remote Control
5. 8031 – Used for File Transfer (Secure Mode)
6. 8032 – Used for File Transfer

The following ports have to be opened in the Distribution Server:

1. 8021 - Used for HTTP communication between the agents in the remote locations and the Distribution Server
2. 8384 - Used for HTTPs communication between the agents in the remote locations and the Distribution Server