MANAGED WORKPLACE® 2011 plus agent

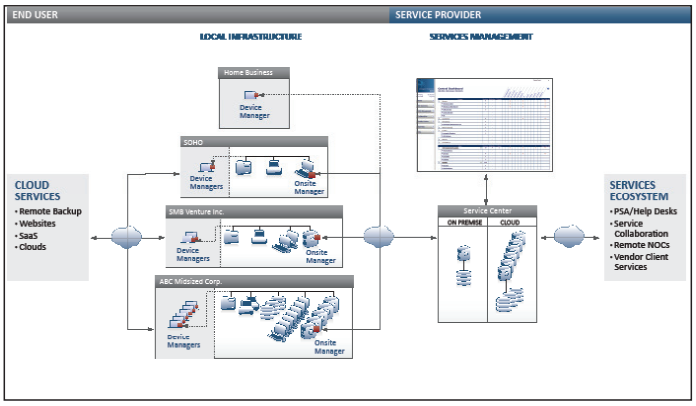
Fast Facts
Device Manager

Managed Services Providers can now combine the advantages of the agentless Onsite Manager with individual Device Managers to optimize remote monitoring and management benefits for any deployment scenario. With the hybrid architecture in Managed Workplace 2011 your services scale to any customer environment.

The Device Manager provides the best of all worlds with complete flexibility to create optimal deployment scenarios in any environment.

Feature Summary

Device Manager allows the monitoring of Windows devices that are out of reach of Onsite Manager. These include roaming laptops, servers in remote offices or data centers, small home offices and clients with no server or peer-to-peer networks. Other opportunities include kiosks, digital signage and any application when a PC or server OS is acting as a process controller with a connection to the Internet.



It is installed locally on the device to be managed and communicates directly with the Service Center but is still associated with a site in the Service Center. Sites can be exclusively configured with Device Managers or an Onsite Manager, or you can combine them.

Device Manager is a simple, user-friendly install on supported Windows operating systems. You can quickly download and install Device Manager or email a link to your clients. Using an automated task, you can even push the Device Manager to target devices. The Device Manager can be branded to enhance the visibility and functionality of your managed services offerings. You can set up a customized right-click menu that gives end users the option to get help, browse your support network, create a new service order, or other similar options.

For more information about using Device Manager, please refer to the ***Managed Workplace 2011 User Guide***.

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FAQ

How does the Device Manager work?

The Device Manager uses Microsoft SQL Compact Edition to manage the device upon which it is installed. It initiates regular outbound communications to the Service Center, and requires no configuration other than a single-click install.

What operating systems are supported by the Device Manager?

Native installations for either 32- or 64-bit versions of the following operating systems are supported:

- Microsoft Windows Server 2008 or Server 2008 R2 (Web, Standard, Small Business Server, Enterprise and Datacenter)
- Microsoft Windows Server 2003 or Server 2003 R2 (Web, Standard, Small Business Server, Enterprise and Datacenter)
- Microsoft Windows Home Server
- Microsoft Windows 7 Professional or Ultimate
- Microsoft Vista Business or Ultimate
- Microsoft Windows XP Professional

Does the Device Manager change the laptop in any way?

Because all the monitoring happens on the local stack, no external ports have to be opened, and no extra accounts are added to the system.

You can also choose whether to have a brandable icon appear in the system tray that includes customizable links so customers can

- shutdown the monitoring service
- email your support team
- browse support or corporate websites
- create a service request

What is the footprint of the Device Manager?

Device Manager requires a Pentium 4 CPU and 100 MB free in the system partition. CPU impact is minimal and no more than 35 MB memory is ever used.

What happens if the Internet is unavailable while Device Manager is performing management on the laptop?

When there is no Internet connection, Device Manager keeps collecting information. This information queues to send to Service Center when a connection is restored. It is possible to queue up to a maximum of 2GB but this would require extensive monitoring over a period of several days or longer with no Internet connection. Typical database size is no greater than 20 megabytes.

Can patch management be used with Device Managers? Will all patches be downloaded?

Device Managers are patch-management enabled and receive instructions on patch approvals directly from Service Center. Only patches approved for installation will be downloaded from Windows Update.

If patch management is being used, what is the impact on the laptop and bandwidth allocated when downloading a large patch?

Exactly the same as if a user was initiating the download using Windows Update. Microsoft's Background Intelligent Transfer Service (BITS) only engages unused bandwidth for patch downloads.

How are Microsoft Baseline Security Analyzer (MBSA) scans handled for roaming devices?

Device Manager installers do not include the MBSA application, but if the application is available on the device, the scan will occur as normal.

Will the Device Manager conflict with any other software used on the roaming laptop?

Installing ANY software on a system creates an opportunity for conflicts. However, Device Manager is designed to have no conflicts with any client-side software.

Does the Device Manager monitor printers or other network devices?

Device Manager only monitors the computer on which it is installed. To accommodate smaller environments (SOHO licenses), Onsite Manager can now be installed on Windows 7, which will allow full service monitoring of printers and other network devices.

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