

Desktop Central - Managing Windows Computers in WAN

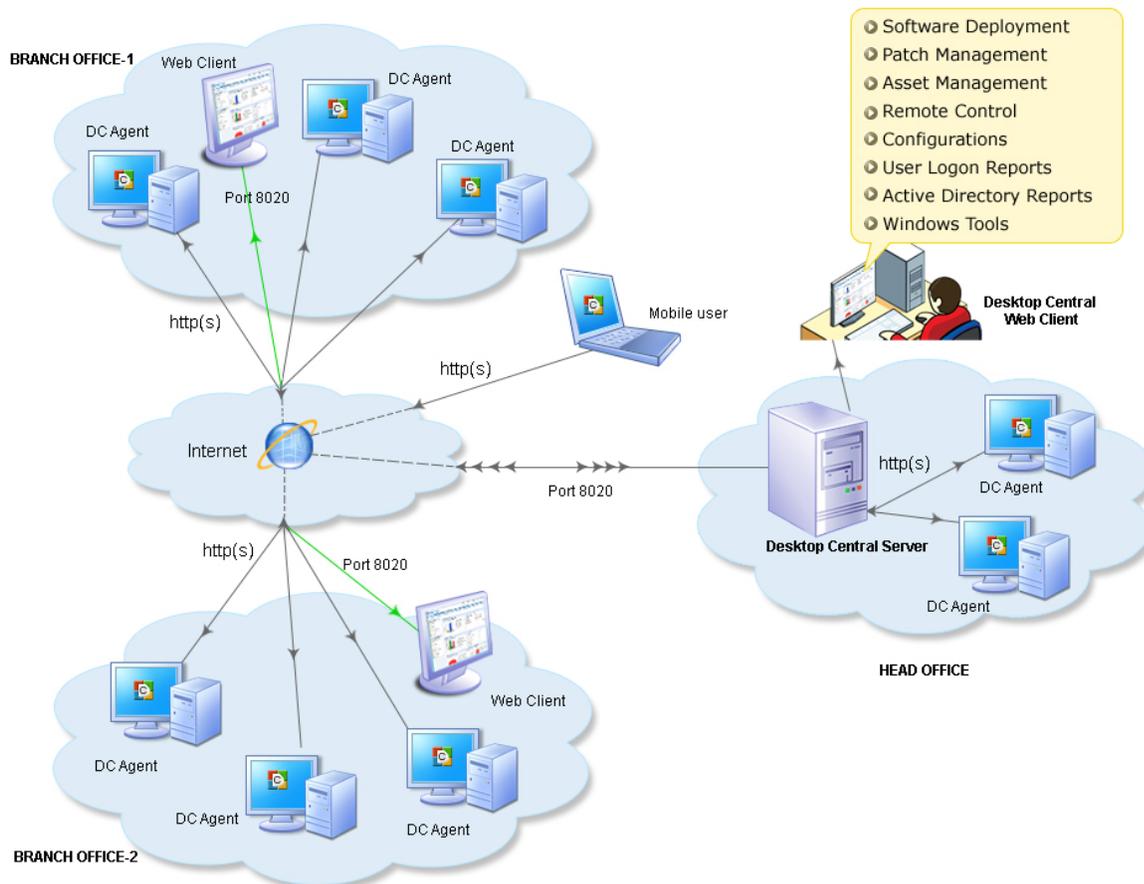
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Overview

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:

Desktop Central WAN Architecture



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Advantages

- ❖ Simple, fast, and an affordable solution for your desktop management needs.
- ❖ 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.

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.
- ❖ Do not require any additional ports to be opened in the client computers.

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- ❖ Will periodically connect to the Server to PULL the configurations available for them, deploys them and updates the status back to the Server.
- ❖ Supports secured mode of communication (SSL/HTTPS) with 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.

Ports Used by Desktop Central

The Desktop Central server uses different ports to communicate with the agents to enable them to complete tasks related to desktop management.

Ports to be Opened on the Agent:

To enable remote installation of the Agent, you should open these ports.

135 : Used to enable remote administration.

139 & 445 : Used to enable sharing of files and printers.

Ports to be Opened on the Server:

8020: Used for agent-server communication and to access the Web console

8383: Used for secured communication between the agent and the Desktop Central server

8443: Used to control computers remotely(secure mode)

8444: Used to share computers remotely

8031: Used to transfer files in a secure mode

8032: Used to transfer files

8027: Used to complete on-demand tasks like inventory scanning, patch scanning, remote control, remote shutdown and moving agents from one remote office to another

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Ports to be Opened on the Distribution Server:

8021: Used for communication between the agents in Remote Offices and the Distribution Server

8384: Used for secured communication between the agents in Remote Offices and the Distribution Server