

Peregrine | InfraCenter for Workgroups 4.3.2

Introduction

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InfraCenter for Workgroups

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Introduction

PREFACE

Who is this guide intended for?

This guide is intended for any company using InfraCenter for Workgroups.

It was written for those who:

- Install InfraCenter for Workgroups.
- Use InfraCenter for Workgroups and want to know more general information about the application.

What is in this guide?

This guide explains:

- The architecture of the InfraCenter for Workgroups application.
- How to install InfraCenter for Workgroups for the first time.
- How to migrate from an earlier version of InfraCenter for Workgroups to the 4.3.2 version.
- What steps to follow for implementing InfraCenter for Workgroups.

1 Architecture

CHAPTER

InfraCenter for Workgroups is a software suite that helps a company to manage its assets from their acquisition to their retirement.

InfraCenter for Workgroups is made up of several integrated applications:

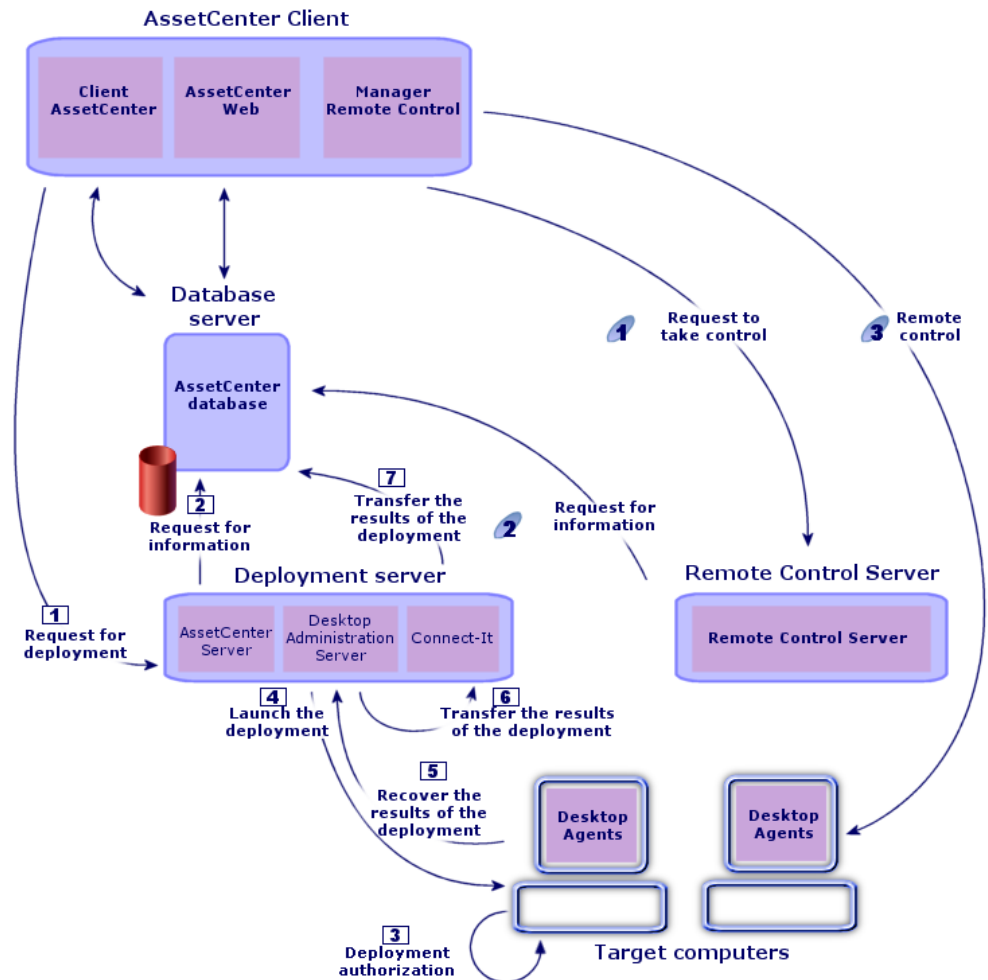
- AssetCenter
AssetCenter includes a database and several programs that enable you to manage several aspects of an asset, such as:
 - Acquisition
 - Contracts
 - Support
 - Maintenance
- Connect-It
Connect-It handles several areas of integration between the InfraCenter for Workgroups applications.
- Desktop Administration Server
Desktop Administration Server executes the deployment workflow instances launched from an AssetCenter client.
- Remote Control

Remote Control enables you to take control of a remote computer from an AssetCenter client or using an Remote Control Manager.

- Desktop Agents
 Desktop Agents have agents that are installed on client posts so that these client posts can interact with Remote Control and Desktop Administration. Desktop Agents also have a messaging and news agent.
- AssetCenter Web
 AssetCenter Web lets you access certain parts of the InfraCenter for Workgroups database from a computer with a Web browser. This avoids having to install or use an InfraCenter for Workgroups client.

The following diagram illustrates how the InfraCenter for Workgroups applications are integrated:

Figure 1.1. InfraCenter for Workgroups - Architecture



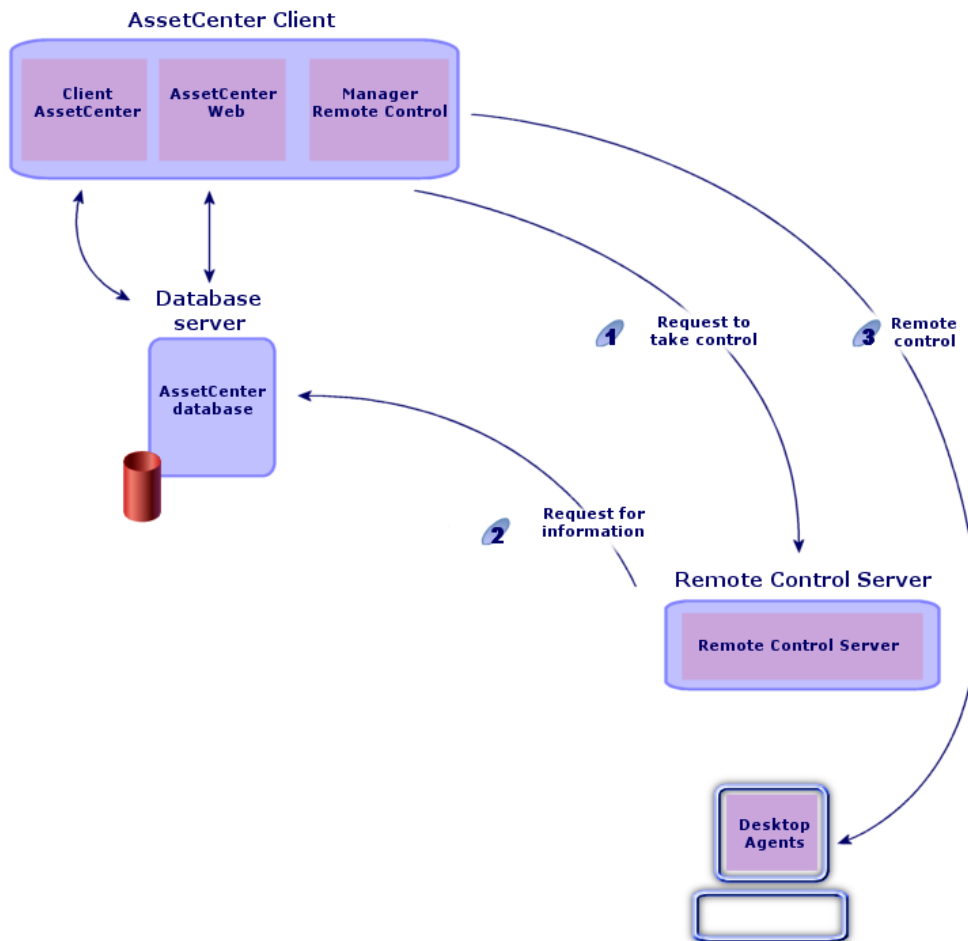
Managing assets with AssetCenter

The AssetCenter database stores all data, in particular the descriptions of the computers.

The AssetCenter client and AssetCenter Web provide access to the AssetCenter database.

Remote control of computers with Remote Control

Figure 1.2. InfraCenter for Workgroups - Controlling computers remotely



The Manager component of Remote Control is used as a console for controlling a computer remotely.

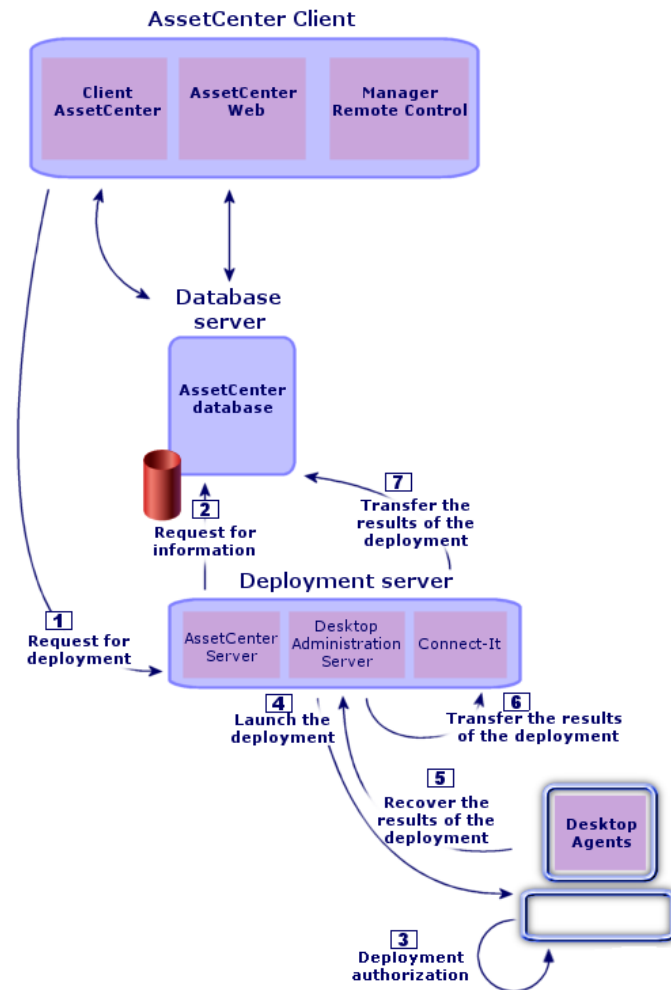
The following steps enable remote control:

- 1 The Manager sends a request for remote control to the remote-control server of the target computer.
- 2 The server looks up the information on the target computer.
- 3 The Manager controls the remote computer.

Deployment with Desktop Administration

A deployment can be, for example, the inventory of a set of target computers performed using Desktop Inventory or InfraTools Desktop Discovery.

Figure 1.3. InfraCenter for Workgroups - Deployment



The following machines are used in the deployment process:

- The InfraCenter for Workgroups client is used as a console: It enables you to design deployment workflow schemes, declare the deployment server used and the deployment workflow instances. All of these objects are stored in the InfraCenter for Workgroups database.

- The deployment server executes the deployment workflow instances on the list of the computers stored in the InfraCenter for Workgroups database.
- The deployment targets are the computers on which the deployment is carried out. These computers must be declared in the InfraCenter for Workgroups database, in order for the administration console and the deployment server to be able to access them. Desktop Agents agents are installed on the target computers.

The following steps enable deployment:

- 1 The AssetCenter client sends a deployment request to the deployment server.
- 2 The deployment server looks up the information on the target computer.
- 3 If the private key of the AssetCenter client and the public key of the target computer are adequate, the target computer authorizes deployment.
- 4 The deployment server launches the deployment on the target computer.
- 5 The deployment server recovers the results of the deployment from the target computer.
- 6 and 7 Connect-It transfers the results of the deployment from the Desktop Administration Server depot to the AssetCenter database.

2 | First installation

CHAPTER

Optimal environment

For optimal use of InfraCenter for Workgroups, you should:

- Have a computer population organized into NT domains.
- Install the Desktop Agents agents with a TCP/IP connection.
- Install Connect-It under Windows NT.

In this environment, all the InfraCenter for Workgroups applications offer full functionality.

Other environments are supported for certain sub-sets of InfraCenter for Workgroups applications. Refer to the InfraCenter for Workgroups installation guide to obtain a list of supported environments.

Installing the InfraCenter for Workgroups applications

The InfraCenter for Workgroups applications are all installed from the same CD-ROM.

To learn about how to install a given application, refer to the following guides:

Package	Name of the guide
AssetCenter	AssetCenter - Installation and Upgrade
Connect-It	Connect-It - User's Guide , chapter Installation
Desktop Administration Server	AssetCenter - Desktop Automation, Foreword , chapter Implementing the Desktop Administration module , section Installation/ Installing the deployment server
Desktop Agents	AssetCenter - Desktop Automation, Foreword , chapter Implementing the Desktop Administration module , section Installation/ Installing the agents
Remote Control	AssetCenter - Desktop Automation, Foreword , chapter Setting up the Desktop Administration module , section Installation/ Install Remote Control
AssetCenter Web	AssetCenter Web - Installation and User's Guide, Installing in... chapters

The following table shows you what you need to install according to the given computer:

Computer	Applications to install	Application packages to install (recommended)
AssetCenter clients	AssetCenter	All packages except AssetCenter Server
	Remote Control	Remote Control Manager
Database server		No packages need to be installed. On the other hand, you must create an AssetCenter database.
Deployment server	Desktop Administration Server	All packages
	Connect-It	All packages
	AssetCenter	AssetCenter Server
Remote Control Server	Remote Control	Remote Control Server
Target computers	Desktop Agents	All packages



Note:

You can install only the packages that you will really need.

Defining access rights for Web users

In order for your users to have access to the Helpdesk module in AssetCenter Web, you must define the appropriate access rights and assign them to the right users. The rights specific to the Helpdesk module are detailed in the following table:

Name of the access right	Corresponding module	Authorized pages
acw.helpdesk	Helpdesk	<ul style="list-style-type: none"> • Knowledge base • My Tickets
acw.helpdesk + acw.helpdesk.technician	Helpdesk	Pages authorized by the right acw.helpdesk , plus: <ul style="list-style-type: none"> • My Assigned Tickets
acw.helpdesk + acw.helpdesk.manager	Helpdesk	Pages authorized by the right acw.helpdesk , plus: <ul style="list-style-type: none"> • Tickets



Note:

For more information on access rights and how to create them, refer to the **AssetCenter Web - Installation and User's Guide**.

3 Migrating from an earlier version

CHAPTER

To migrate InfraCenter for Workgroups, migrate each of its constituent applications.

To learn about how to migrate a given application, refer to the following guides:

Package	Name of the guide
AssetCenter	AssetCenter - Installation and Upgrade Guide , chapter Upgrading a previous version
Connect-It	No specific documentation. The installation program of the new version of Connect-It upgrades the previous version automatically.
Desktop Administration Server	No specific documentation. The installation program of the new version of Desktop Administration Server upgrades the previous version automatically.
Desktop Agents	No specific documentation. The installation program of the new version of Desktop Agents upgrades the previous version automatically.
Remote Control	No specific documentation. The installation program of the new version of Remote Control upgrades the previous version automatically.
AssetCenter Web	AssetCenter Web - User's Guide , chapter Installation strategies , section Migration from previous versions

4 Implementation

CHAPTER

- 1 Find out what each InfraCenter for Workgroups application does.
- 2 Determine which applications you need to install.
- 3 Determine which environment is required by the applications you will install by taking into account the constraints for each of these applications.
- 4 Determine on which computers you will install these applications.
- 5 Install at least the AssetCenter client.
- 6 Create the AssetCenter database.
- 7 Install and configure the other applications on their server.
- 8 Install the agents on the target computers.

