



integra  group

# ManageEngine Desktop Central

-

## UEM rješenje

03/2021

# ManageEngine Desktop Central



# Izazovi upravljanja modernim IT sustavom

- Instalacija zakrpi
- Software deployment
- Asset Management
- Sigurnosne politike
- Asset Inventory
- Upravljanje mobilnim uređajima i tabletima
- Pomoć krajnjim korisnicima

# Stvarnost

- **Ne mogu printati**, *nema Interneta*, računalo mi je **sporo**, dobio sam 1000 USD od Microsofta, nije mi se snimilo, **ništa nisam napravio samo se ugasilo**, ti si informatičar pa kako ne znaš (programirati, dizajnirati, uređivati, hackirati, projektirati...), aplikacija se sama obrisala, mailovi su mi nestali, šifra mi ne radi, **dođi samo pogledati tebi je to 5 minuta**.....

# UEM - Unified Endpoint Management

- Integrirani pristup upravljanju krajnjim uređajima
- Ujedinjuje dvije temeljne funkcije: **CMT** (Client Management) i **MDM** (Mobile Device Management)



ManageEngine UEM -  
**Desktop Central**

# Desktop Central

- ujedinjuje upravljanje serverima, računalima, tabletima i mobilnim uređajima u jedinstvenu konzolu
- Automatizacija upravljanja životnim vijekom desktop i mobilnih uređaja
  - smanjenje infrastrukturnih IT troškova
  - povećanje operativne efikasnosti
  - povećanje produktivnosti i sigurnosti sustava

# Manual management

Task	Time per computer	Total Time for 100 PC
Manual Scan to get hardware and software details	5 minutes	8.33 man hours
Deploying MS office applications	15 minutes	25 man hours
Installing Service Packs	3 minutes	5 man hours
Applying security policies, restricting USB device access, file restrictions, etc	5 minutes	8.33 man hours
Local user management, mapping drives, installing printers, etc.	5 minutes	8.33 man hours



# Desktop Central management

Task	Time per computer	Total time for 'n' PC 'n' ranges from 1-20000
Automating Patch scanning and deployment		5 minutes
Deploying MS office applications	15 minutes	15 minutes
Installing Service Packs	2 minutes	2 minutes
Applying security policies, restricting USB device access, file restrictions, etc	5 minutes	5 minutes
Local user management, mapping drives, installing printers, etc.	5 minutes	5 minutes

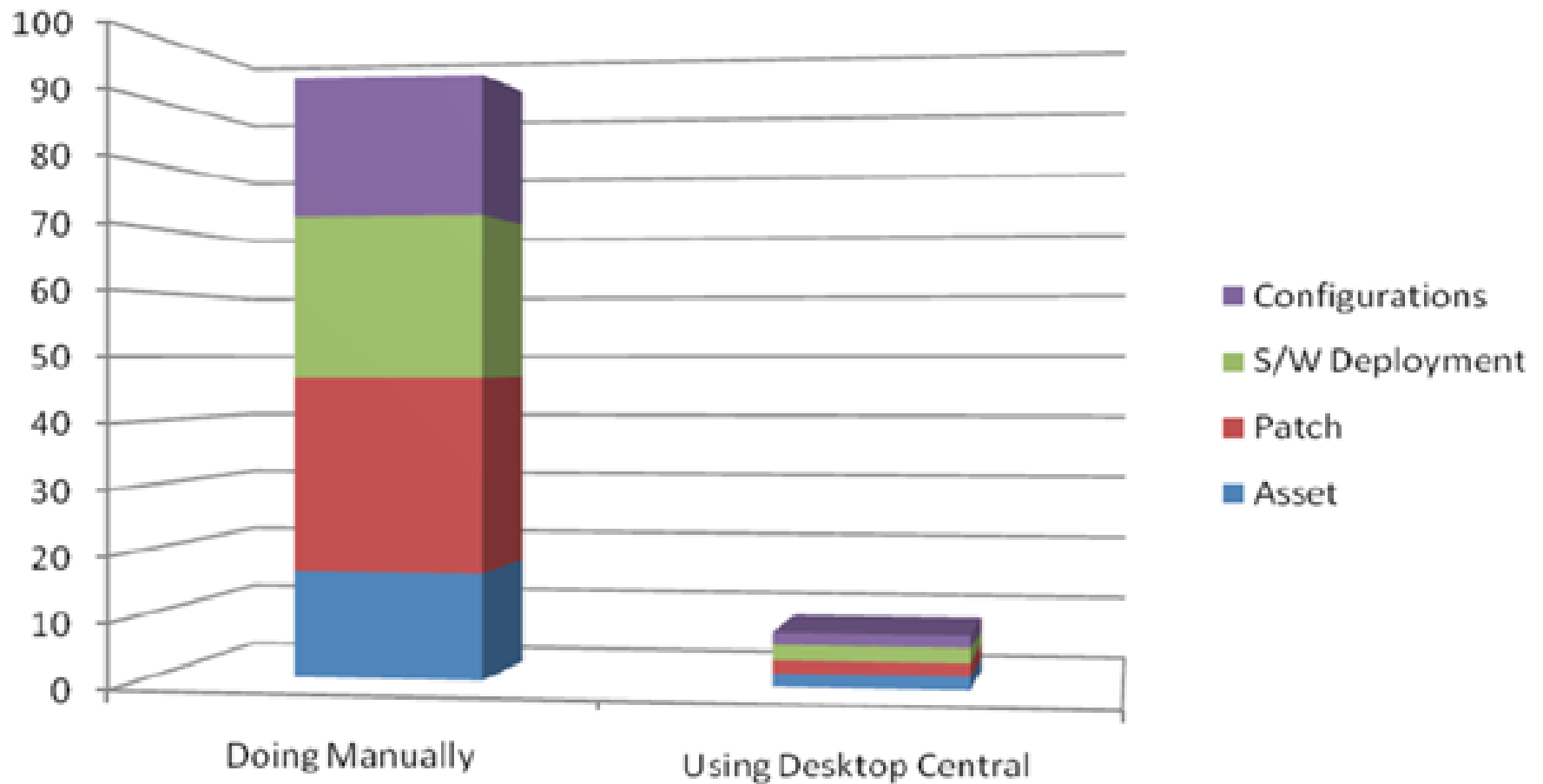


Fig: Man hours spent – Manual vs Desktop Central

# Osnovne Funkcionalnosti

Patch  
management

Software  
deployment

Asset  
management

Configurations  
& Tools

Imaging & OS  
Deployment

Remote  
control

Audits &  
Reports

Mobile Device  
Management

Security  
Management

# Podržani operativni sustavi

## Supported operating systems



Linux



Mac OS



Chrome OS



Windows



iOS



Android



Windows Phone

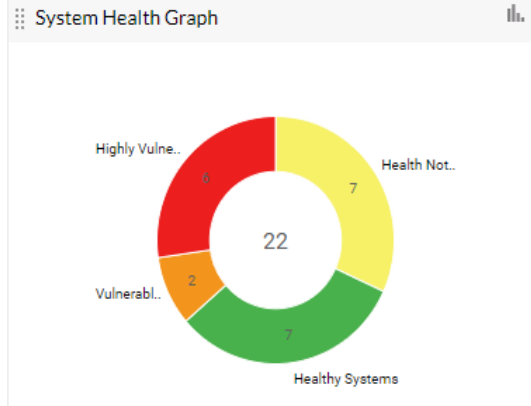
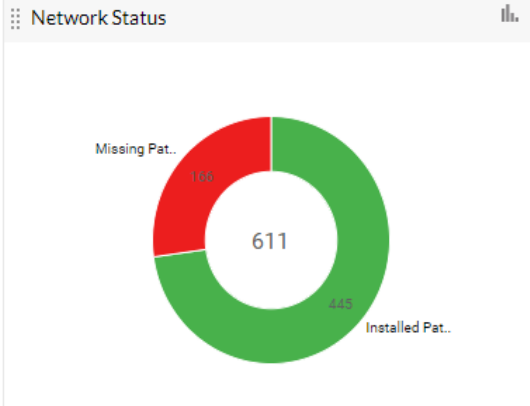
# Patch Management

- mogućnost automatskog patchiranja za preko 1000 Win, Mac, Linux i 3rd party aplikacija
- proaktivna detekcija i deploy patcheva
- deploy kritičnih zero-hour patcheva
- vulnerability report i primjena health policy
- testiranje i odobravanje/odbijanje patcheva (primjena na testnu grupu računala)
- određivanje vremena patchiranja - Wake-on-LAN
- deployment Service Pack-a za Windows, Windows Server i Office

# Patch Management

Do you want to patch your enterprise's custom applications?

0 Deployment Failed (Systems)	2 Require Reboot	166 Unapproved Missing Patches	1 Download Failed (Patches)	12 Automated Deployments
----------------------------------	---------------------	-----------------------------------	--------------------------------	-----------------------------



- ### Latest Security News
- Fake Windows Update e-mail installs Cyborg Ransomware**  
Nov 21, 2019 05:30 AM
  - Patch Tuesday November 2019 updates**  
Nov 13, 2019 05:30 AM
  - [Blog] 74 vulnerabilities fixed in Patch Tuesday November 2019**  
Nov 13, 2019 05:30 AM
  - Free support for Windows 7 Extended Security Updates (ESU)**  
Nov 6, 2019 05:30 AM
  - Use-after-free zero day vulnerability in Chrome**  
Nov 1, 2019 05:30 AM

### Missing Patches by Severity

Severity	Count
Critical	1
High	1
Medium	1
Low	1

### Missing Patches by Vulnerability (Top 20)

Patch Description	Missing Systems
...	...

# Patch Management

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Desktop Central 10

Jump to SDP License Build No:92118 admin

Home Configurations Patch Mgmt Software Deployment Inventory MDM Tools Reports Admin Support

Deployment

- Install/Uninstall Patch
- Automate Patch Deployment
- Disable Automatic Updates
- View Configurations
- Trash

Views

- All Patches
- All Systems
- Scan Systems
- Downloaded Patches
- Supported Patches

Settings

- Deployment Policies
- Decline Patch
- System Health Policy
- Approval Settings
- Proxy Settings
- Patch Database Settings
- Cleanup Settings

Reports

- Vulnerable System Report
- Vulnerable Patch Report
- Supported Patches Report
- Schedule Report

**Desktop Central now patches Linux machines!**  
You can detect & deploy security updates on your Ubuntu machines. Try Now

Patch Status Summary	
Applicable Patches	: 1977
Missing Patches	: 1467
Installed Patches	: 510
New Patches	: 286

Report Generated at : Oct 11, 2016 02:28 PM

System Health Summary	
Managed Systems	: 8863
Highly Vulnerable Systems	: 7937
Vulnerable Systems	: 0
Healthy Systems	: 75
Health Status Not Available	: 851

Report Generated at : Oct 11, 2016 02:28 PM

Vulnerability DB Update Details	
Last Successful Vulnerability DB Update	: Oct 11, 2016 08:30 AM [ Sync Now ]
Last Vulnerability DB Update Result	: Success
Next Scheduled Vulnerability DB Update	: Oct 12, 2016 08:30 AM [ Change ]

Automatic Patch Deployment Details	
Number of Tasks Scheduled	: 1
Next Scheduled Task [ MyTask16 ]	: Oct 19, 2016 11:25 AM

**Quick Links** ▼ Hide

How Tos
Knowledge Base
FAQ

1. How patch management works?
2. How to Schedule Patch Scanning?
3. How Automated Patch Deployment works?
4. How to decline patches while scanning a computer?
5. How to customize the system health calculation policy?

More | Roadmap

# Patch Management

Home Configurations Patch Mgmt Software Deployment Inventory OS Deployment Mobile Device Mgmt Tools Reports Admin Support



## Deployment Schedule

Specify when patches/packages should be deployed to the client machines.

Preferred Week Split\* :  Regular Split ?  Based on Patch Tuesday (Tue to next Mon) ?

Preferred week(s) and day(s) for Deployment\* :

Deployment Window\* :  To  [hh:mm:ss] [24 hour format]

Deployment will happen within the time limit specified here. If the deployment is not completed, it will be continued during the subsequent deployment window.

Add more schedules

Initiate Deployment at :  System Startup  Refresh Cycle  Either of these whichever happens earlier

Deployment will happen during the system startup or the refresh cycle within the Deployment Window as specified above.

Next

Cancel



## Pre-deployment settings



## User Notification



## Reboot Policy



# Software Deployment

- instalacija MSI i EXE aplikacija
- preko 4,500 različitih obrazaca za deployment
- vremensko raspoređivanje instalacija i podešavanje pre i post-deployment koraka
- davanje mogućnosti korisnicima da sami instaliraju aplikacije kroz self-service portal
- instalacija softvera u funkciji specifičnog korisnika kroz opciju "Run as ..."

# Software Deployment

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Desktop Central



Home Configurations Patch Mgmt **Software Deployment** Inventory OS Deployment Mobile Device Mgmt Tools Reports Admin Support

Search



Package creation ^

Packages

Templates

Deployment ^

Install/Uninstall  
Software »

View Configurations

Trash

Self Service Portal

Settings ^

Software Repository

Proxy Settings

Deployment Policies

Self Service Portal

Need to deploy software to other Linux OSs?

+ Add Package ▾

Filter By: Package Type License Type Platform

Total: 52 | 🔍 📄 📄

<input type="checkbox"/> Name ▲	Package Type	Modified Time	License Type	Created By	Platform	Action
<input type="checkbox"/> 4 Elements 1.0	EXE / APPX / MSIEXEC / MSU	Dec 20, 2018 01:11 PM	Commercial	admin	Windows	⋮
<input type="checkbox"/> Adobe Acrobat Reader DC 2018 .011.20055	EXE / APPX / MSIEXEC / MSU	Aug 14, 2018 10:50 AM	Non-Commercial	admin	Windows	⋮
<input type="checkbox"/> Adobe Creative Cloud 3.9.5.353	EXE / APPX / MSIEXEC / MSU	Apr 17, 2018 12:44 PM	Non-Commercial	admin	Windows	⋮
<input type="checkbox"/> Adobe Flash Player 25.0.0.127	Mac	Mar 17, 2017 06:29 PM	Non-Commercial	admin	Mac	⋮
<input type="checkbox"/> Adobe Reader XI (11.0.23) MUI	EXE / APPX / MSIEXEC / MSU	Aug 13, 2018 03:12 PM	Non-Commercial	admin	Windows	⋮
<input type="checkbox"/> Ant Stratego	EXE / APPX / MSIEXEC / MSU	Feb 9, 2019 04:31 PM	Non-Commercial	madhan-7542	Windows	⋮

# Software Deployment

ManageEngine Desktop Central MSP

ManageEngine Desktop Central 10 Self Service Portal

Software Catalog

Application Name:  All Status:

Last Sync : 9/25/2019 9:02:03 AM

Application Name	Description	Vendor	Installed At	Last Action - Status	Action	Remarks
Mozilla Firefox (x64) (69.0)	Mozilla Firefox (x64) (69.0)	Mozilla			Install	
Node.js (x64) (12.10.0)	Node.js (x64) (12.10.0)	Node.js Foundation			Install	
Notepad (x64) (7.7.1)	Notepad++ (x64) (7.7.1)	Notepad			Install	

Powered by ManageEngine Desktop Central

# OS Deployment

- brza i jednostavna metoda OS Deploymenta
- imagiranje neovisno o hardveru i vendoru
- automatski update driver
- mogućnost prilagodbe image-a potrebama organizacije



Create OS Images



Customize Images



Create Bootable Media



Deploy Images

# OS Deployment

The screenshot shows the ManageEngine Desktop Central 10 web interface for OS Deployment. The browser address bar shows the URL `127.0.0.1:8020/webclient#/uems/osd/images/create`. The page title is "ManageEngine Desktop Central 10". The navigation menu includes Home, Configurations, Patch Mgmt, Software Deployment, Inventory, OS Deployment (selected), Mobile Device Mgmt, Tools, Reports, Agent, Admin, and Support. The main content area is titled "Images > Create Image" and features a four-step wizard:

- 1 Select Computer Details
- 2 Select Partition(s) to Image
- 3 Shrink Selected Partitions
- 4 Drivers Collection

The "Select Computer Details" step is active, showing the following fields:

- Remote Office\*: Local Office (dropdown)
- Image Name\*: Image win10 (text input)
- Computer to Image\*: RAZVOJ / WIN1001 (text input) with a "Browse" button
- Hide advanced settings (dropdown)
- Credential\*: RAZVOJ\_root\damirh (dropdown) with an "Add Credential" button

At the bottom of this step are "Fetch Partition Details" and "Cancel" buttons. To the right, a callout box titled "Manually install image creator components" provides an alternative option: "You can choose to directly download the image creator components and install it manually in the computer where you want to perform imaging. [Learn more](#)". Below this text is a "Download Image Creator" button.

# OS Deployment

127.0.0.1:8020/webclient#/uems/osd/images/create

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Desktop Central 10

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Home Configurations Patch Mgmt Software Deployment Inventory OS Deployment Mobile Device Mgmt Tools Reports Agent Admin Support

images > Create Image

1 Select Computer Details 2 Select Partition(s) to Image 3 Shrink Selected Partitions 4 Drivers Collection

Image Name \*

Computer to Image	Remote Office	Manufacturer	Model	OS Name	BIOS Mode	Secure Boot mode	RAM Size
RAZVOJ \ WIN1001	Local Office	--	--	--	UEFI BIOS	On	--

Select Partition(s) to Image

Disk 0 Do you want to shrink partition(s) to deploy on smaller hard disks?

Hard disk size : 48.0 GB | Disk drive type : SSHD(Solid State Hybrid Drive) | Disk Style : GPT

**Recovery[Hidden] NTFS**  
Used Space: 435.2 MB / 529.0 MB

**EFI system partition[Hidden]**  
Used Space: 99.0 MB / 99.0 MB

**(C:) NTFS**  
Used Space: 24.8 GB / 47.4 GB

Total size of the selected partition(s): 25.3 GB  
Total size after compression (approx.): 15.8 GB

Compression Level \*  None  Low  Medium  High ?

Memory Usage \*  Low  Medium  High ?

Location to store image \*  Add Image Repository | Know more  
Available Space : 65.1 GB

# OS Deployment

← → ↻ 🏠 127.0.0.1:8020/webclient#/uems/osd/customize-deployment/add ... ☆ 🖨 📄

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Home Configurations Patch Mgmt Software Deployment Inventory OS Deployment Mobile Device Mgmt Tools Reports Agent Admin Support

Imaging & Deployment

- Create Image
- Customize Deployment
- Deploy Image
- Instant Task
- Standalone Task **NEW**
- Deployment Status
- Drivers
- User Profile migration
- Backup User Profile
- Repository
- Image Repository
- Driver Repository
- Admin
- Create Bootable Media
- Remote Office
- Add Applications
- Computer Specific Settings
- Help articles

Customize Deployment > **Create Deployment Template**

Enter Deployment Template Details

Deployment Template Name \*




Image Details

Select Image \*

Select Deployment Preference  Completely erase target computers partitions and deploy  Add as new / Overwrite the partition

Select partition(s) to deploy \*

Disk Style : GPT Hard disk size : 48.0 GB Disk drive type : SSHD(Solid State Hybrid Drive)

 <b>Recovery[Hidden] NTFS</b> Used Space : 435.2 MB / 529.0 MB	 <b>EFI system partition[Hidden]</b> Used Space : 99.0 MB / 99.0 MB	 <b>(C:) NTFS</b> Used Space : 24.8 GB / 47.4 GB
--	--	--

Estimated Disk Size required on target machine: 48.0 GB

Specify hard disk number to deploy image \*  ?

Disk Adjustment \*  Enable  Disable ?

Configure Post Deployment Details ?

Post Deployment Action \*  Shutdown Computer  Restart Computer ?

Apply settings to computer using \*  Configurations given below  Computer Specific Settings ?

User profile migration settings

Select User profile backup  ?

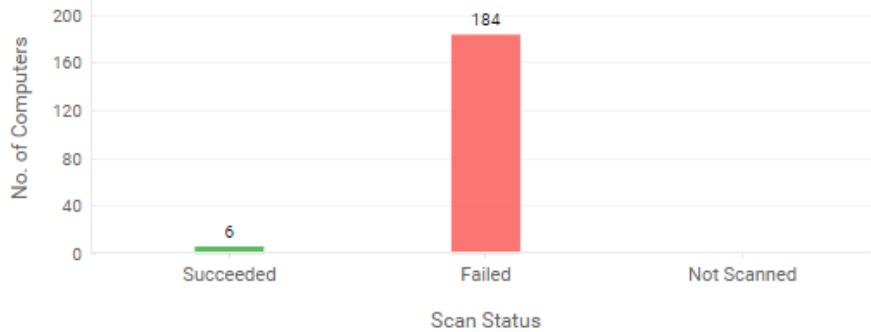
# Asset Management

- praćenje cjelokupnog hardvera i softvera u mreži u realnom vremenu
- osiguranje licenčne politike
- blokiranje instalacija ili deinstalacija određenih aplikacija
- analiza korištenja softvera - ušteda troškova na softveru koji se ne koristi
- notifikacije za određenje događaje, npr. instalacija nepoznatog, zabranjenog softvera ili nelicenciranog softvera
- preko 20 predefiniranih izvještaja za hardver, softver, inventory i license compliance

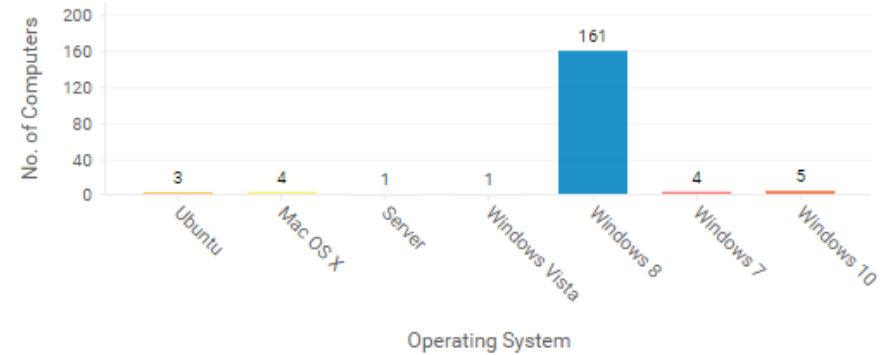


# Asset Management

### Computer Audit Summary



### Computers by OS



### Software Summary

Total Software	: 3365
Commercial Software	: 271
Non-Commercial Software	: 0
Prohibited Software	: 21

### Software Compliance Summary

● License In Compliance	: 1
● Over Licensed	: 4
● Under Licensed	: 1
● Expired License	: 0

### Warranty Summary

Warranty in Compliance	: 145
Expired Warranty	: 7
Unidentified	: 27



# Asset Management

Configure the events that have to be notified. Notification will be sent during the subsequent inventory scanning after the event has occurred.

## Hardware

Notify when hardware is:  Added  Removed

### Input/Output Devices

Monitor	<input type="checkbox"/>	<input type="checkbox"/>
Keyboard	<input type="checkbox"/>	<input type="checkbox"/>
Sound Device	<input type="checkbox"/>	<input type="checkbox"/>
Pointing Devices	<input type="checkbox"/>	<input type="checkbox"/>
Printers	<input type="checkbox"/>	<input type="checkbox"/>

### Storage Devices

Hard Disk	<input type="checkbox"/>	<input type="checkbox"/>
CDROM Drive	<input type="checkbox"/>	<input type="checkbox"/>

### Logical devices

Logical Partition	<input type="checkbox"/>	<input type="checkbox"/>
Mapped Logical Disk	<input type="checkbox"/>	<input type="checkbox"/>

### Memory

Physical Memory	<input type="checkbox"/>	<input type="checkbox"/>
-----------------	--------------------------	--------------------------

### Controllers

USB Controller	<input type="checkbox"/>	<input type="checkbox"/>
Video Controllers	<input type="checkbox"/>	<input type="checkbox"/>
IDE Controller	<input type="checkbox"/>	<input type="checkbox"/>
PCMCIA Controller	<input type="checkbox"/>	<input type="checkbox"/>

## Software

### Installation

- Any software is installed on the computer(s)
- Commercial software is installed on the computer(s)
- Prohibited software is installed on the computer(s)

### Uninstallation

- Any software is uninstalled from the computer(s)
- Commercial software is uninstalled from the computer(s)

### License

- Software compliance status is under licensed
- License-usage limit is less than  %
- Software used after license expiry

# Asset Management

## Manage License

License		Group Software					
Software Name	Software Version	Total Purchased	Managed Installations	Remaining	Compliance Status	Action	Network Installations
7-Zip 16.04 (x64 edition)	16.04.00.0	5	7	-2	<span style="color: gray;">●</span> Under Licensed	⋮	7
Adobe Acrobat DC (2015)	15.006.30306	22	1	21	<span style="color: blue;">●</span> Over Licensed	⋮	1
Microsoft Office	15.0.4569.1506	25	0	25	<span style="color: blue;">●</span> Over Licensed	⋮	0
Microsoft Office 365 - en-us	16.0.4693.1005	20	19	1	<span style="color: blue;">●</span> Over Licensed	⋮	19
Web Deployment Tool	1.1.0618	2	1	1	<span style="color: blue;">●</span> Over Licensed	⋮	1
Windows 10 Professional Edition (x64)	-	160	160	0	<span style="color: green;">●</span> In Compliance	⋮	160

1 - 6 of 6 < 50 >

# Asset Management

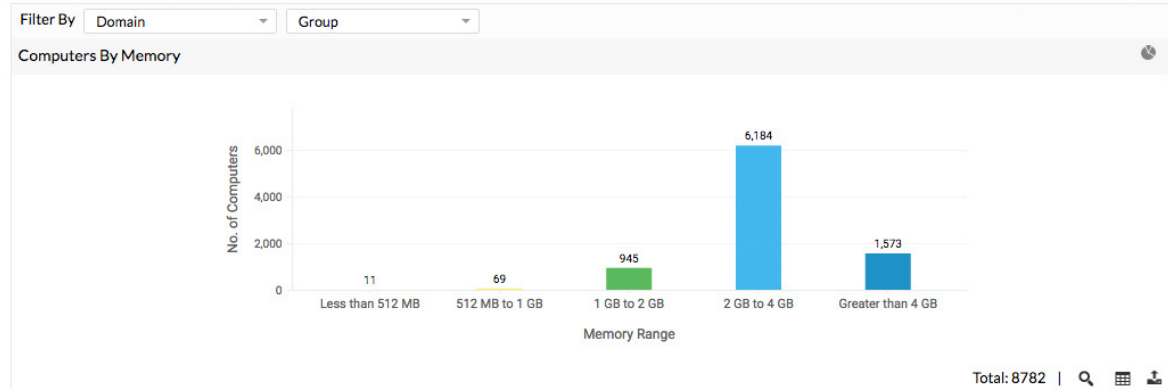
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Desktop Central 10

Jump to SDP License Build No:92118 ? admin

- Home
- Configurations
- Patch Mgmt
- Software Deployment
- Inventory
- MDM
- Tools
- Reports
- Admin
- Support

- Custom Reports
- User Reports
- Computer Reports
- Group Reports
- OU Reports
- Domain Reports
- GPO Reports
- User Logon Reports
- Power Reports
- Configuration Reports
- Patch Reports
- Inventory Reports
- Computers by OS
- Computers By Manufacturer
- Computers By Memory**
- Computers by Disk Usage
- Computers By Age

## Computers By Memory



Computer Name	Logged On Users	Domain	Physical Memory (MB)	Model	System Type	Service Tag/Serial Number	Asset Tag
ABCM-RMA	NGH	kamc-rd	2029	OptiPlex 755	X86-based PC	6JHWF3J	-
AL4I-PC	--	kamc-rd	8066	HP Compaq Elite 8300 ...	x64-based PC	TRF3030D61	TRF3030D61
ALAMARI-PC	--	kamc-rd	3476	HP Compaq Elite 8300 ...	X86-based PC	TRF30302HH	TRF30302HH
ALHAMIDFA-PC	ø*ø±ÛfÛš	kamc-rd	3476	HP Compaq Elite 8300 ...	X86-based PC	TRF3030BCK	TRF3030BCK
ARC109	Administrator	kamc-rd	3017	HP Compaq dc7900 Con ...	X86-based PC	CZC9372NRC	-
ARC120	Administrator	kamc-rd	3017	HP Compaq dc7900 Con ...	X86-based PC	CZC9372NSG	CZC9372NSG
BAXA-DG12CIKROS	--	kamc-rd	495	AWRDACPI	X86-based PC	-	--
C-10308	--	kamc-rd	3242	HP Compaq 8200 Elite ...	X86-based PC	SGH218QS9M	SGH218QS9M
C-530	--	kamc-rd	503	HP d530 CMT(DG063A)	X86-based PC	CZC3410Z2B	-

# Asset Management

ManageEngine Desktop Central 10

Jump to SDP License Build Version:10.0.546

Home Configurations Threats & Patches Software Deployment Inventory OS Deployment Mobile Device Mgmt Browsers Tools Reports Admin Support

- Views
  - Computers
  - Hardware
  - Software
  - Alerts
  - Inventory Reports
  - Application Control
  - Prohibit Software
  - Block Executable
  - Actions / Settings
  - Scan Systems
  - File Scan Rules
  - Scan Settings
  - Software Metering
  - Manage Licenses

**Hardware Reports**

- > Computers by OS
- > Computers By Manufacturer
- > Computers by Disk Usage
- > Computers By Age
- [More...](#)

**System Reports**

- > System Group Users
- > Computers By Services
- > Share Details

**File Scan Reports**

- > File Details by Category
- > File Details by Extension

**Software Reports**

- > Software by Manufacturer
- > Recently Installed Software
- > Computers with/without a specific Software
- > User Specific Software
- [More...](#)

**Certificate Reports**

- > Expired certificates
- > Soon to expire certificates
- > Computers with/without a certificate

**License Reports**

- > License Compliance Report
- > Licenses to be Renewed

**Security Reports**

- > Antivirus Details
- > Bitlocker Details
- > Windows Firewall Details
- > TPM Details
- [More...](#)

**Warranty Reports**

- > Soon to expire Warranty
- > Expired Warranty
- > Un-identified Computers

**SoM Reports**

- > Unmanaged Computers

**Custom Reports**

- > untitled22
- > untitled21
- > untitled20
- [+ Create New](#)

**Operating System**

Operating System	Count
Server	7
Windows XP	1
Windows 8	4
Windows 7	1
CentOS	1
Windows 10	20

**Warranty Summary**

Warranty in Compliance	: 14
Expired Warranty	: 9
Unidentified	: 17

**Recently Installed Software (Recent 5 Software)**

Software Name	Installed Date	Installed Computers
GoToMeeting 10.13.0.18653	Sep 9, 2020	kingsly-8774

# Asset Management

ManageEngine  
Desktop Central 10

Jump to SDP License Build No:92118 ? admin

Home Configurations Patch Mgmt Software Deployment Inventory MDM Tools Reports Admin Support

Views

Computers

Hardware

Software

Alerts

Inventory Reports

Application Control

Prohibit Software

Block Executable

Actions / Settings

Scan Systems

Software Metering

Manage Licenses

Manage Software  
Category

Configure Alerts

Schedule Scan

< Block Executable

Add Policy

Custom Group\*: All Computers Group

Description:

Executables to be blocked for all  
computers in the Network

+ Add Executable

x Remove

Search

<input type="checkbox"/>	Application	Executable	Version	Block Rule	Last Modified Time	Action
<input type="checkbox"/>	erfcwrfewrfdwerf	pa.exe	All	Path	Wed Oct 05 2016 16:16 PM	⋮

Save

Cancel

# Asset Management

Add Prohibited Software ×

Available Software (1322) Prohibited Software (0)

ABCDEFGHIJKLMNOPQRSTUVWXYZ

Acronis® Disk® Director® Home(11.0.216)  
Acronis® True® Image(9.0.2323)  
Acronis® True® Image® Home(10.0.4942)  
Acronis® True® Image® Home(13.0.5055)  
Acronis® True® Image® Workstation(9.1.3887)  
Activate Norton Online Backup(1.2.15.0)  
ActivationManager(-)  
ActivClient 6.1 x86(6.1.100)  
ActivClient 6.1 x86(6.01.00034)  
ActivClient x64(6.2)  
ActivClient x86(6.2)  
Active Directory Authentication Library for SQL Serv >>  
Active Directory Authentication Library for SQL Serv <<  
Active Directory Management Pack Helper Object(1  
Active Directory Migration Tool (ADMT)(-)  
Active Directory Rights Management Services Client  
Active Library Explorer 6.1(-)  
Active Library Explorer 7.4(-)  
Active Library Explorer 9.1(-)  
Active Library Explorer 9.3(-)  
Active@ UNDELETE Professional(-)  
ActiveBarcode-Trial 5.60(5.60)  
ActiveCheck component for HP Active Support Libra  
ActiveCheck component for HP Active Support Libra  
ActivePerl 5.14.2 Build 1402(5.14.1402)

Update Cancel

# Remote Control

- secure remote control radnih stanica uz integrirani video, poziv, chat i transfer datoteka
- mogućnost snimanja sesija u svrhe audita
- mogućnost zaključavanja korisničke tipkovnice i miša, kao i zacrnjivanje ekrana
- domensko/username/computername filtriranje
- direktno pristupanje alatima (command prompt, registry editor, device manager,...) bez spajanja na korisničko računalo



# Remote Control

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Desktop Central 10

Explore Desktop Central at its best, unlimited for 25 days. Get Quote | Jump to SDP | License | Build Version:10.0.425

Home | Configurations | Patch Mgmt | Software Deployment | Inventory | OS Deployment | Mobile Device Mgmt | Tools | Reports | Admin | Support

Tools

- Remote Control
- System Manager
- Remote Shutdown
- Wake on LAN
- Chat
- Announcement
- System Tools
- Need Additional Tools?

Remote Control helps you to gain access to remote computer. This requires Desktop Central Agent to be installed in client systems. Enable ActiveX controls in the IE browser from where a connection to the client systems is being established.

Prerequisites for Remote Control | Need more Features?

Computers | History | Settings | Screen Recording | Performance | User Confirmation

Prompt the User for Confirmation ? Viewer:  HTML5 Viewer  Active X

Filter By: Domains Custom Group Agent Live Status Total: 2

Computer Name	User Name	IP Address	Action	Remarks	OS Platform
dcqa-w8-jp	Administrator	172.24.159.61	Connect	--	
ICT-koshi	Admin	192.168.194.213	Connect	Disconnected at 07:32 PM	

1 - 2 of 2 | 25

Quick Links

How Tos | Knowledge Base | FAQ

- How to enable ActiveX Controls in Internet Explorer for the ActiveX Viewer?
- How to share and control a remote desktop?
- How to configure Desktop Central to prompt the user before sharing their desktop?
- How to switch between multiple monitors during a remote session?

More | Roadmap

# Remote Control

The screenshot displays a remote control session within a Mozilla Firefox browser window. The browser's address bar shows a URL for a remote control service. The main content area shows a desktop environment with a taskbar at the bottom and a desktop background. The desktop contains several application icons, including Recycle Bin, Intel® HD Graphics, Google Docs, Adobe Reader XI, NetBeans IDE 8.0.1, Google Sheets, Firefox, OpenOffice 4.1.1, Google Slides, Google Chrome, SSH Secure File Transf..., O365 Manager P..., gVim 7.4, SSH Secure Shell Client, setupp.bat, gVim Easy 7.4, dAgentCL..., DameWare Remote..., gVim Read only 7.4, rap.bat, and NetBalancer. A 'File Transfer - DesktopCentral' window is open, showing two file explorer panes. The left pane is titled 'DCISSUEMGR' and the right pane is titled 'ICT-KOSHI'. Both panes show a list of files and folders with columns for 'Name' and 'Date Modified'. The 'Connected' status is visible at the bottom of the window. The system tray at the bottom right shows the time as 7:02 PM on 7/12/2019.

ICT-KOSHI - Mozilla Firefox

ict-koshi-9020/remoteControl.do?actionToCall=showHTMLViewer&viewerkey=511556275217187930&clientId=1684704&useTcp=false&useMyComputerGateway=false&displayname=ICT-KOSHI&portno=9443&FtpPort=9031&agent\_ipaddress=-&webServerPort=9020&en...

File Transfer - DesktopCentral

DCISSUEMGR

Name	Date Modified
Recycle Bin	08/20/2018 19:35
DesktopCentral	03/15/2019 13:09
Destination	06/24/2019 11:03
Documents and Settings	08/21/2018 07:42
Intel	08/28/2018 10:22
Legs	09/03/2018 15:23
MATS	05/16/2019 11:29
PerfLogs	08/28/2018 12:10
Program Files (x86)	06/24/2019 10:23
Program Files	06/24/2019 11:03
ProgramData	06/24/2019 10:14
Recovery	08/21/2018 07:42
System Volume Information	03/06/2019 22:50
test	05/23/2019 14:07
Users	06/19/2019 14:40
...	07/04/2019 19:16

ICT-KOSHI

Name	Date Modified
\$Recycle Bin	07/12/2019 18:56
Config Msi	07/09/2019 16:11
Dell	10/09/2014 20:32
Destination	06/29/2019 22:52
Documents and Settings	07/14/2009 17:08
Drives	10/10/2014 21:59
Hotfix	10/10/2014 21:59
Intel	05/06/2019 19:51
kathik	02/14/2019 01:09
ManageEngine	07/03/2019 21:59
PerfLogs	07/14/2009 15:20
Program Files	06/24/2019 17:28
Program Files (x86)	07/09/2019 21:33
ProgramData	07/09/2019 01:11
Python34	10/10/2014 19:07
tal	02/21/2019 19:38

Connected

7:02 PM  
7/12/2019

# Remote Control

The screenshot displays a web-based remote control interface. At the top, a navigation bar includes links for Home, Configurations, Patch Mgmt, Software Deployment, Inventory, OS Deployment, Mobile Device Mgmt, Tools, Reports, Admin, and Support. A search icon, user profile, and refresh icon are also present. On the left, a sidebar lists system management tools: System Manager, Task Manager, Services, Command Prompt (selected), Registry, File Manager, Event Viewer, Device Manager, Shares, Printers, Groups, Software, and Users. Below the sidebar is a link for 'Need Additional Tools?'. The main content area shows a connection to 'jagan-7424'. A notification bar at the top of the main area reads: 'Configure "System Manager Settings" to assign privileges to remotely access Command Prompt/File Manager and make privacy your priority'. Below this, the text 'Currently logging in as SYSTEM' is displayed. The central window shows a Windows command prompt with the following text: 'Microsoft Windows [Version 10.0.17134.648] (c) 2018 Microsoft Corporation. All rights reserved. C:\WINDOWS\system32>'. A 'Run As' dropdown menu is visible in the top right corner of the command prompt window.

# Remote Control

The image displays two screenshots of the ManageEngine Desktop Central 10 web interface, illustrating remote control functionality. The interface is viewed through a Google Chrome browser window.

**Left Screenshot (1):** Shows the 'System Manager' section. A notification indicates that the session has expired. A callout box with the text "Click to view monitor 1" points to a button labeled "View Monitor 1". Below the notification, it says "Session expired! Close the window and try again".

**Right Screenshot (2):** Shows the 'Scope of Management' configuration page. It includes a table for Remote Offices:

Remote Office Name	Download Agent	Managed Computers	Replication Policy	OS	Computer Name	OS IP Address	OS Status	Next Sync Time	OS %
Local Office 1	Download	1	NA	--	--	--	--	--	--

# MDM - Mobile Device Management

- tiha instalacija/deinstalacija i update aplikacija
- zabrana maliciozinih/opasnih aplikacija
- dozvoljavanje samo određenih aplikacija
- kontrola OS updatea i troubleshooting
- konfiguracija i provođenje korporativnih sigurnosnih politika za WiFi, VPN, e-mail,...
- potpuna kontrola nad svim mobilnim uređajima kroz predefinirane reporte

# MDM - Mobile Device Management

## Desktop Central's mobile device management features



# Desktop Central - usporedba verzija

- Desktop Central je dostupan u 4 varijante:
  - **Free**: do 25 računala i 25 mobilnih uređaja
  - **Professional edition**
  - **Enterprise edition**
  - **UEM edition**

Features	UEM Edition	Enterprise Edition	Professional Edition	Free Edition
Suitable For	Complete Endpoint Management across WAN for managing servers, desktops, laptops, tablets and mobiles	All Round Desktop and Laptop Management across WAN	Basic Desktop and Laptop Management in LAN	Small Businesses with up to 25 computers and 25 mobiles
Annual Subscription Price for 50 Computers, Single Technician	\$1095	\$945	\$795	N/A

# Licenciranje

- Licencira se po broju korisnika (endpointa) i broju tehničara
- Subscription ili Perpetual
- Cloud ili On Premise



# Reference

- 3 od 5 Fortune 500 kompanija koriste Desktop Central



# CASE STUDY:

## Harburg Freudenberger Belišće d.o.o.



**Slaven Tatić**

## Harburg – Freudenberger Belišće d.o.o.



### Pogon Belišće

- od 1998, cca. 600 zaposlenih
- proizvodnja preša za izradu auto guma
- proizvodnja i montaža strojeva za izradu sirove gume



### Pogon Valpovo

- od 2011, cca. 80 zaposlenih
- preše za ekstruziju jestivog ulja
- montaža preša za auto gume

## HF Curing Press



## ManageEngine DC - Professional Single Installation License

- 250 računala
- Altiris – prethodno rješenje
- Implementirano 2015

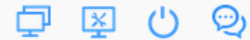
### Zašto?

- Patch Management
- Remote control - ušteda na obući
- Software Deployment
- Asset Management
- Systemtools



Belišće

Quick Actions



Remote Control



System Manager



Remote Shutdown



Wake On LAN



Chat




Announcement



System Tools



 [Need Additional Tools?](#)

## ManageEngine Desktop Central – primjer

Home Configurations Patch Mgmt Software Deployment Inventory OS Deployment Mobile Device Mgmt Tools Reports **Agent** Admin Support

Scope of Management  
Summary  
Domain  
Remote Offices  
**Computers**  
Deployment  
SoM Policy  
Deploying Agent with OS  
Settings  
Agent Settings  
IP Scope  
Retry Agent Installation  
Replication Policy

Download Agent

+ Add Computer(s) × Remove Computer(s) Import Edit Credential

Agent Actions: Install Agent Uninstall Agent Move To Select Remote Office Filters Total : 249

Computer Name	Domain Name	Agent Status	Agent Version	OS Name	IP Address
vukovic	HAM	Installed Successfully	10.0.658.W	Windows 10 Professional Edition (x64)	170.56.115.167
vidakovic	HAM	Installed Successfully	10.0.658.W	Windows 10 Professional Edition (x64)	170.56.115.59
vescom2012@integro	HAM	Installed Successfully	10.0.658.W	Windows Server 2012 R2 Datacenter Edit...	170.56.115.234
Uranjak	HAM	Installed Successfully	10.0.658.W	Windows 10 Professional Edition (x64)	170.56.115.137
trazer	HAM	Installed Successfully	10.0.658.W	Windows 10 Professional Edition (x64)	170.56.115.99
Tehlic	HAM	Installed Successfully	10.0.653.W	Windows 10 Professional Edition (x64)	192.168.0.198
Tajic	HAM	Installed Successfully	10.0.658.W	Windows 10 Professional Edition (x64)	192.168.114.4,192.168.1.159
Strugacovic	HAM	Installed Successfully	10.0.658.W	Windows 10 Professional Edition (x64)	192.168.114.5,192.168.43.194
stankovic	HAM	Installed Successfully	10.0.658.W	Windows 10 Professional Edition (x64)	170.56.115.145
stanic	HAM	Installed Successfully	10.0.658.W	Windows 10 Professional Edition (x64)	170.56.115.114

1 - 249 of 249 300

- Asset Scan
- Patch Scan
- Shutdown
- Remote Control
- Chat
- Restart
- System Manager
- Patch Details
- Inventory Details



- Reports Category
- Schedule Reports
- Custom Reports
- Query Reports
- Active Directory Reports
- User Reports
- Computer Reports
- Group Reports
- OU Reports
- Domain Reports
- GPO Reports
- User Logon Reports

[+ New Custom Report](#) Total : 9 |

Report Name	Owner	Last Modified	Action
<a href="#">VPN</a>	admin	Sep 28, 2020 01:58 PM	
<a href="#">PC by year of installation</a>	admin	Sep 28, 2020 01:58 PM	
<a href="#">Mindjet</a>	admin	Sep 28, 2020 01:58 PM	
<a href="#">NO SEP_93</a>	admin	Sep 28, 2020 01:58 PM	
<a href="#">SEP version 12</a>	admin	Sep 28, 2020 01:58 PM	
<a href="#">NO SEP</a>	admin	Sep 28, 2020 01:58 PM	
<a href="#">NO SEP 14 64 bit</a>	admin	Sep 28, 2020 01:58 PM	
<a href="#">SEP 32 bit</a>	admin	Sep 28, 2020 01:58 PM	
<a href="#">SEP</a>	admin	Sep 28, 2020 01:58 PM	

1 - 9 of 9 10

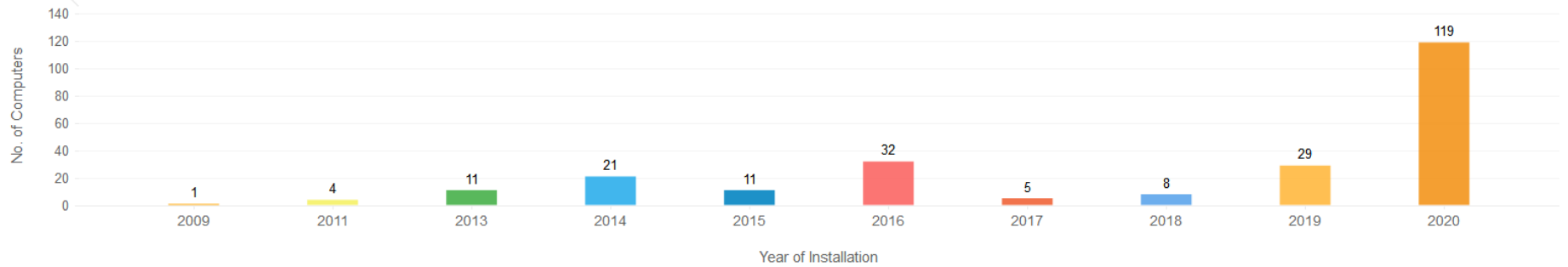


Inventory Reports > Computers By Age

### Computers By Age

Filter By:

#### Computers By Age



# Pitanja i odgovori...

# Hvala na sudjelovanju!

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