

# Acer Smart Client Manager

*Easy and Effective Management*

Acer Smart Client Manager, developed for extensibility, is a centralized management server that seeks out and manages assorted client platforms.

## **What is Acer Smart Client Manager?**

Acer Smart Client Manager is an extensible management solution that provides centralized and collaborative management of any networked device. Acer Smart Client Manager simultaneously manages various client platforms, providing both in-band and out-of-band manageability without requiring additional software agents to be installed in the managed platforms.

## **Executive Summary**

With an increasing mobile workforce and organizations becoming more reliant on distribution, the need for remote management has never been higher. Using remote managing, an administrator can track inventory, monitor resource utilization and take necessary actions, without physically operating the managed systems.

The wide range of platforms available in the market brings forth the need for a solution that is capable of managing platforms from any vendor. Major vendors generally provide remote management tools for the platforms they sell, but having multiple platforms from different vendors in the same environment can be complicated and may cause confusion if there are also specific tools to manage each one.

Ever-increasing workloads demand efficient usage of time for any administrator. A tool that allows scripting and automates management tasks as they are being performed greatly benefits the administrator. The ability to schedule a repetitive task that is being performed on a regular interval saves valuable time and resources.

Incident prevention is another important feature that can boost productivity. If left unmonitored, downtime can result in huge monetary losses, depending on the size of the infrastructure. Being alerted to problems or watch points as they happen allows the administrator to react swiftly and reduce downtime. What's more, close monitoring and threshold condition alerts allow the administrator to take proactive steps to prevent future downtime.

Using Acer Smart Client Manager as a single management pane, customers can manage any client platform irrespective of its architecture or from where it is sourced. This document details how Acer Smart Client Manager simplifies management tasks and improves overall efficiency.

### **Why Remote Management?**

For a typical IT infrastructure, hundreds of systems are deployed across multiple geographical locations and are usually sourced at different times from different vendors. Different management tools are generally required for each individual vendor. Imagine the chaos and confusion an IT administrator must endure while managing multiple systems and their vendor-specific tools. Highly mobile workers with worksites spread across multiple areas further complicates management.

Without remote management, simple tasks like periodic power cycling become difficult and time consuming. When a number of individual systems are operating, an administrator must waste time manually powering on and off each one. Performing inventory checks, recording and maintaining with different configurations and software installations is strenuous. Keeping track of resource-utilization and estimating the purchase of future needs becomes even more time consuming when they are done manually. The solution is a centralized management tool, which will dramatically simplify inventory checks as well as reduce the overall workload, resulting in a more efficient operating procedure.

In the event of a firmware update, the BIOS in each individual system will need to be manually updated. This, depending on the number of systems, will be a long, time consuming process, while also unnecessarily wasting company resources and delaying updates. With a centralized management solution, an administrator can simultaneously update the BIOS in every system, saving time and resources that can be used elsewhere.

A centralized management solution significantly improves incident handling. Instead of periodically checking each individual system, a centralized management solution can monitor the entire group of systems and alert the administrator when action is needed for a specific system. This also applies to software applications such as an antivirus. Instead of performing individual scans on every system, a centralized management solution groups the systems together and simultaneously monitors every system, greatly simplifying the administrator's workload.

These days, the workload for an IT administrator often consists of countless time consuming, repetitive duties. A centralized management solution allows an IT administrator to script specific management activities and schedule them to run periodically at preferred times. This boosts efficiency considerably.

With budgets getting tighter everyday, IT departments are constantly looking for ways to reduce their service costs. A centralized management scheme lets an IT department unify and control its servers, and eliminates painstaking cross-platform management. This greatly reduces operating costs for an IT department in terms of training and getting specific expertise.

### **Acer Smart Client Manager**

Acer Smart Client Manager is a cross-platform, centralized management suite for managing single clients or multiple enterprise clients spread over multiple locations. It uses standards like AMT, WMI and SSH to discover manageable systems and provides complete remote and

aggregated manageability to those systems. An intuitive interface provides easy access to Acer Smart Client Manager from any standard browser.

Acer Smart Client Manager includes Script Manager, a very useful tool that enables the user to script any management operation on the managed devices. Management scripts are provided, which can be extended by the user to fit specific needs. Using Script Manager the user can automate repetitive, time-consuming tasks.

Architected to be extensible, the core provides the management framework and individual plug-ins provide specific management aspects. Users choose which plug-ins they want, depending on their specific needs so they can avoid paying for unnecessary features.

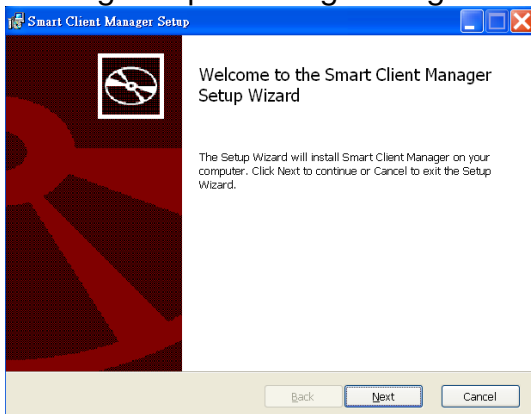
### How Acer Smart Client Manager helps

The Acer Smart Client Manager Suite offers out-of-band management through Intel® AMT and in-band management through remote interfaces provided by the operating system. Some of the major benefits offered by the Acer Smart Client Manager Suite are:

- Easy Installation and Configuration
- Auto Discovery
- Asset Management
- Health Monitoring and Alerting
- Remote Media
- Power Control
- BIOS Update Management
- Reports
- Script Manager

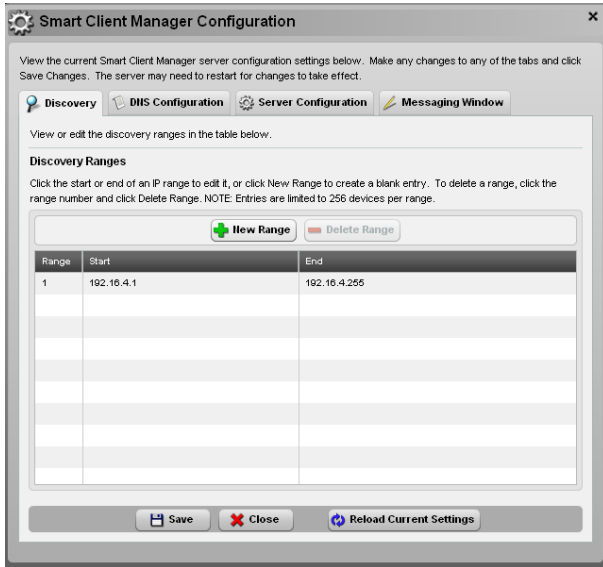
### Easy Installation and Configuration

Unlike other management solutions, Acer Smart Client Manager is extremely easy to install. Within a few minutes, an administrator can install Acer Smart Client Manager, make basic configurations and begin managing devices. Once installed, very few configurations are needed to command Acer Smart Client Manager to manage your systems. The user simply has to configure the discovery range and provide a list of IP ranges, which Acer Smart Client Manager will use to scout for manageable devices. Acer Smart Client Manager allows the user to configure the global user account, which will be used to access the managed device. Once the discovery range and the list of IP ranges are provided by the user, Acer Smart Client Manager will begin seeking and presenting manageable options for the discovered devices.



### Auto Discovery

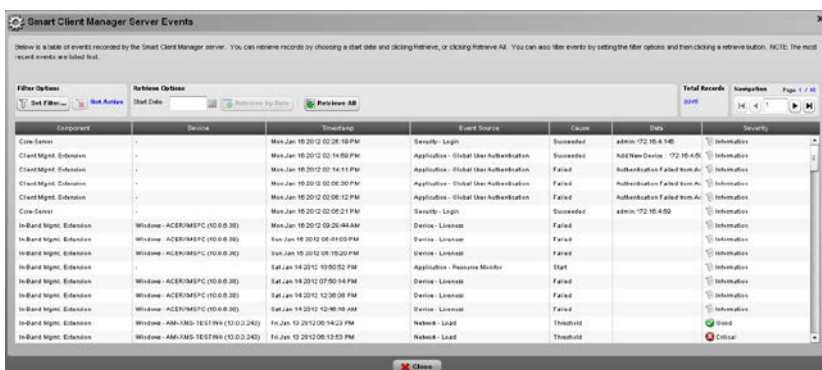
Acer Smart Client Manager automatically discovers systems that fall within the configured discovery range. It keeps scouting for new devices being added to the network as well as existing devices getting off. The user has the option to configure this polling interval, depending on how soon they want to detect these changes. Acer Smart Client Manager presents the connectivity status of all discovered devices in UI, alerting the administrator with a visual indicator. Discovered devices are automatically categorized based on the management methods in which they are managed.



### Asset Management

Acer Smart Client Manager collects asset information of all managed systems. A user account with administrative privileges is needed to access each managed node. Acer Smart Client Manager allows the administrator to configure the global user account for each type of manageable device. Acer Smart Client Manager then uses this global user account information to remotely access and securely collect the asset information. Collected asset information will include both hardware and software components present in the managed system.

In addition to collecting and presenting asset information, Acer Smart Client Manager also tracks the changes in assets, and logs meaningful events to notify the user about any changes in the asset. This comes in handy, as the administrator can detect intrusion or even unintentional changes to the hardware in the managed systems.



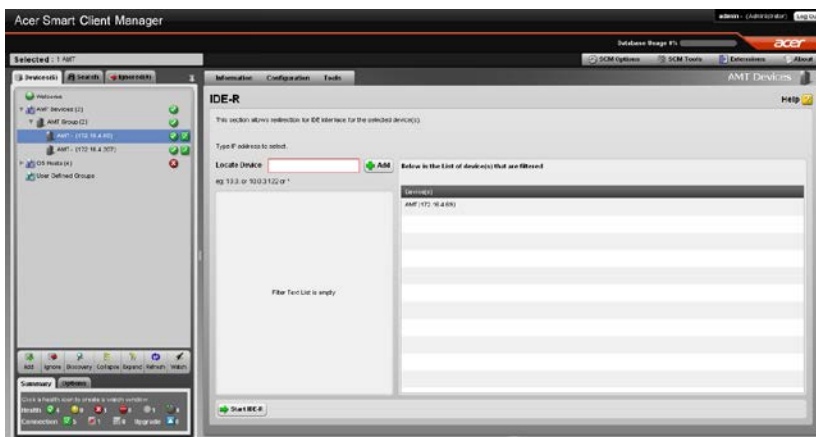
## Health Monitoring and Altering

All managed systems are continuously monitored by Acer Smart Client Manager for their health. Monitored health includes various sensor information provided by Intel® AMT and in-band performance parameters like CPU and hard disk utilization. Users can even configure a process to be monitored and included as part of the health calculation. Collected health information is presented on the UI, allowing the users to be informed on the health of the managed systems. Acer Smart Client Manager also provides alerts on health conditions, which is configurable by the user. With this feature, the user can be notified of any health issues in real-time, minimizing the downtime.



## Remote Media

Remote Media is extremely helpful for remote troubleshooting and remote installations. This feature allows the user to redirect storage media onto the user's computer to be a local storage for the managed system. Using this, the administrator can redirect a diagnostic CD as a local CD to the managed system and run diagnostics. A completely different operating system can be loaded using this remote media, as well as any special maintenance operations.

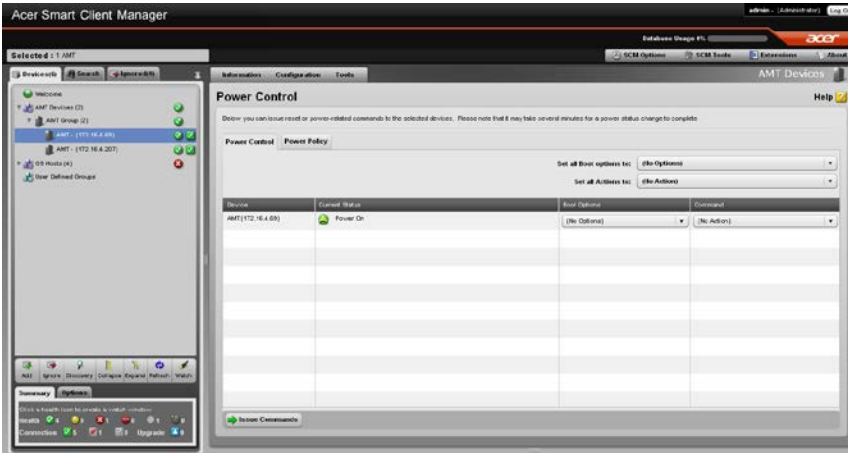


## Power Management

The ability to remote power on and off managed systems is trending towards energy-saving and conserving resources. Using Acer Smart Client Manager, monitored systems can be powered off if they are idle. When the systems are needed, they can be powered back on with Acer Smart Client Manager, using Intel® AMT or WOL.

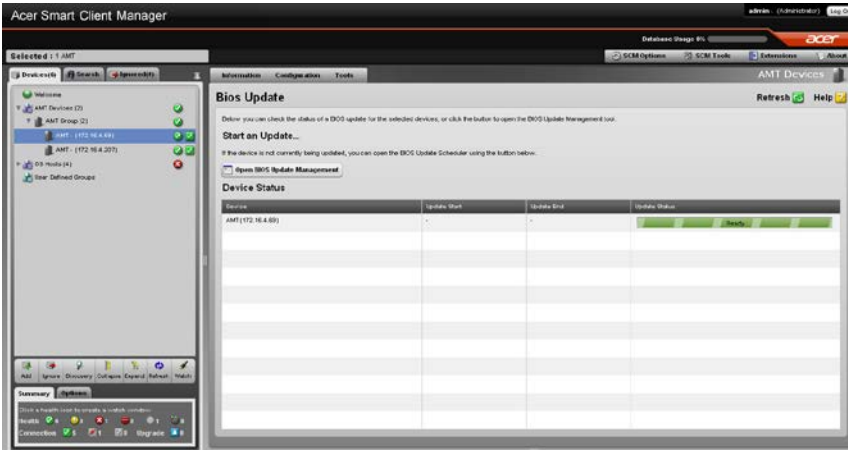


Approximately 50% of a company's computers are left running overnight and weekends, which constitutes about 75% of the week. Scheduling computers to be powered off and on during these downtimes will drastically reduce the overall power consumption, possibly saving thousands of dollars on electricity costs alone.



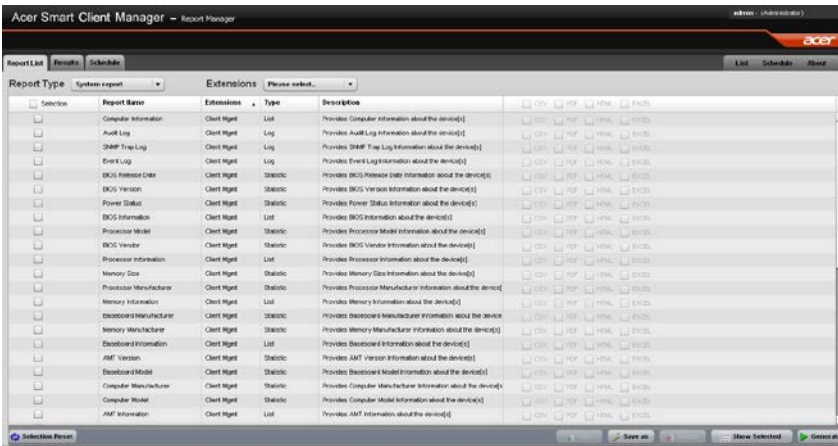
**BIOS Management**

Acer Smart Client Manager allows you to configure or update the BIOS of a managed system. Even better, such firmware updates can be scheduled to be simultaneously performed on a group of systems at a specific time. Using this feature, an administrator can schedule BIOS updates on managed systems during off-peak hours, thus making even after-hours productive.



**Reports**

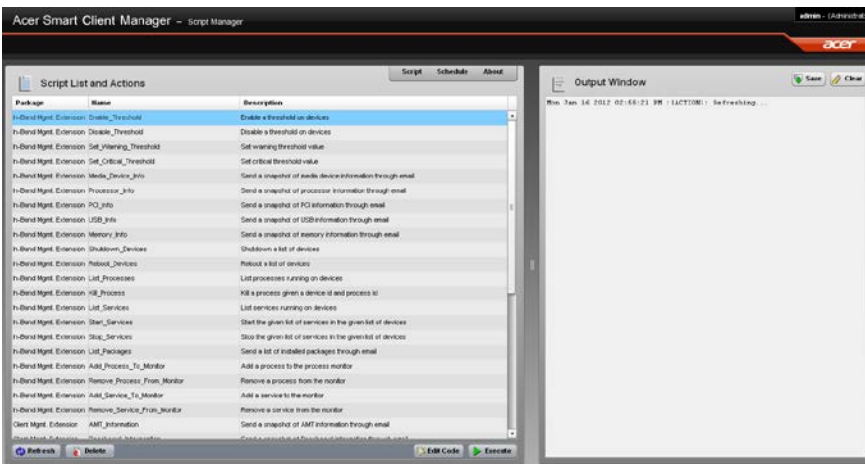
In addition to continuous monitoring and complete control of a managed system, Acer Smart Client Manager provides many useful reports that allow users to make more informed decisions. For example, a user can view a report on assets and use it for capacity planning. Users can also view and compare reports on the historic health data for different systems and decide which one is better, for future purchases.



### Automation through Script Manager

This is possibly the single most useful feature provided by Acer Smart Client Manager. The program comes with a Script Engine, which executes scheduled scripts and saves the results for the user to review. Management APIs are provided, which can be used to create management scripts. These management scripts can then be scheduled to be executed at any specific time, for one time or repeatedly.

Acer Smart Client Manager provides different manageability aspects through different plug-ins. Management APIs are also published for each manageability aspect. Users can solve advanced use-cases by using these APIs from different plug-ins and create scripts to automate management tasks.



### Benefits Summary

There are significant benefits in using a managing solution like Acer Smart Client Manager.

#### Easy-to-use, intuitive user interface

- Live connectivity and health status of managed systems
- Search devices based on name or IP address

#### Quick deployment

- Installs in minutes

### 30-second configuration

- Start managing devices immediately

### High ROI

- Acer Smart Client Manager can be extended with new features after deployment, with new manageability plug-ins, as needed

### Reduce OPEX

- Monitors resource utilization and assists in capacity planning
- Minimizes downtime
- Minimize desk-side visits

### Reduce CAPEX

- Track asset utilization and avoid accumulating unnecessary licenses and systems
- Reports on managed device performances allow you to make informed decisions on future purchases