



samange

Frequently Asked Questions

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TABLE OF CONTENTS

General 3

- What is SAManage? 3
- How does it work? 3
- What are the benefits of using SAManage? 3
- I already have an Inventory Management tool, why should I use SAManage? 4
- What are the benefits of the on-demand model? 4
- how much does it costs? 4

Deployment 5

- How do I deploy the agents on my computes? 5
- Can I deploy without the user acknowledgement? (Silent install) 5
- What about computers that are not connected to my network? 5

Technical 6

- What are the hardware/software requirements? 6
- What platforms does the agent support? 6
- What information does the agent collect? 6
- How does the agent connect to the internet? 7
- Can the agent work with our proxy server? 7
- How much bandwidth does the agent use? 7
- How often does the agent perform inventory scans? 7

Security 7

- How do you protect my information? 7
- where are your servers located? 8
- application and network security 8
- what is your backup policy? 8
- How secure are the agents? 8

Support 9

- What kind of support do you provide? 9
- What kind of on-going support do you provide? 9



GENERAL

WHAT IS SAMANAGE?

SAManage is an easy to use on-demand IT Asset Management service that helps you manage your company's PC and software inventory, view their up-to-date configuration at any time, organize software licenses and IT Contracts and detect risks to your assets. SAManage provides better control over your IT assets and helps you reduce your IT costs by knowing what assets you have and their exact status. The SAManage service is accessible over the internet and requires no servers or software to maintain, enabling multiple users across your company to access the information and run reports while freeing you to focus on your core business.

HOW DOES IT WORK?

SAManage requires no software or servers to deploy and manage. Delivered over the internet, SAManage is using a small foot print agent installed on each computer at your site. The agent periodically collects local PC inventory and transmits it to our secured datacenter for processing. The SAManage online service process and classifies your inventory automatically using our vast database of software titles and hardware information. Once classified, your information is analyzed for potential risks and exposures, license compliance, and any deviations from policies you defined. SAManage will verify that all your computers are running the latest patches and have proper anti-virus protection. Your information is always accessible to you through the SAManage website and available through reports, custom queries and periodical email notifications.

WHAT ARE THE BENEFITS OF USING SAMANAGE?

SAManage helps you know what you have across your network, manage and track your software licenses and ensure that you are always in compliance with software license agreements and your internal software usage policy. SAManage detects unauthorized software used across your company (games, p-2-p file sharing and much more) and other risks to your IT assets such as workstations without an anti-virus protection. SAManage also helps plan and prepare for infrastructure changes and migrations, such as migrating to Windows Vista or deploying new versions of software across your IT.

I ALREADY HAVE AN INVENTORY MANAGEMENT TOOL, WHY SHOULD I USE SAMANAGE?

SAManage provides additional functionality on top of traditional Inventory Management systems: it analyzes your inventory and highlights areas requiring your attention. SAManage helps you manage and trace your IT contracts, service agreements, leases and software licenses (either traditional software or “on-demand” services), track terms and purchase records, and manage their expiration and renewal schedules. SAManage constantly compares your inventory information against licenses and agreements to detect risks to your assets and license compliance gaps. SAManage even lets you define a software usage policy and enforce it for you, providing alerts of any policy deviations across your IT enterprise.

WHAT ARE THE BENEFITS OF THE ON-DEMAND MODEL?

SAManage on-demand service is based on a monthly subscription, so you don't have to purchase and commit to perpetual software licenses. With SAManage, there is no software to manage or maintain locally, no expensive servers to provision and manage, and no software to deploy, maintain or upgrade – it's all done on-demand.

HOW MUCH DOES IT COSTS?

SAManage on-demand IT Asset Management is a subscription service priced by the numbers of computers, laptops, workstations and servers you wish to manage with the service. We offer free and premium plans to suit your needs, and there are no contracts to sign to get started – simply sign up for SAManage online and start using the service today. To learn more about our pricing and plans, please [visit our website](#).

DEPLOYMENT

HOW DO I DEPLOY THE AGENTS ON MY COMPUTES?

The SAManage agent can be easily deployed across your computers using one of the following methods:

1. SAManage Remote Deploy Tool
2. Domain login script
3. Active Directory Group policy
4. Manually (for remote computers without a network connection)

Once installed, the SAManage agent runs as a local service and schedules the inventory collection.

CAN I DEPLOY WITHOUT THE USER ACKNOWLEDGEMENT? (SILENT INSTALL)

Yes, you can deploy the SAManage agent using the `/s` command line switch which would install the agent without any user intervention. Once installed, the agent appears in the Windows Add/Remove Program list, and operates as a Windows service. The agent is designed to work seamlessly without user intervention.

WHAT ABOUT COMPUTERS THAT ARE NOT CONNECTED TO MY NETWORK?

You can collect inventory information for machines that are not connected to your network or the internet manually using the SAManage agent. You can load the agent on a portable media such as a CD or a Disk-On-Key, run the agent as a standalone program and place the generated inventory file on your Disk-On-Key. The generated inventory file can then be uploaded to the SAManage service.

TECHNICAL

WHAT ARE THE HARDWARE/SOFTWARE REQUIREMENTS?

There are no hardware/software requirements. SAManage is an on-demand service and does not require any servers or hardware to maintain.

WHAT PLATFORMS DOES THE AGENT SUPPORT?

- **Windows 95** (with DCOM), **Windows 98**, **Windows NT** (Workstation and Server with IE4 and up)
- **Windows XP** (Home and Professional)
- **Windows 2000** (Professional, Server, Advanced Server)
- **Windows 2003** (Server)
- **Windows Vista**
- **Windows 7** (all versions)
- **Linux** (RedHat, Suse, Centos, Debian, Fedora Core, Mandriva, Ubuntu, Trustix, Slackware)
- **MacOS X** v10.3 and higher)
- **Sun Solaris** (Sparc 8 and above), **FreeBSD** v6.1 x86, **OpenBSD** v3.8 x86, **NetBSD** v2.0.2 x86
- **IBM AIX** v4.33 and v5.x and **HP-UX**

WHAT INFORMATION DOES THE AGENT COLLECT?

The agent collects information about hardware configuration and installed software using WMI and other methods.

For hardware configuration, the agent collects information about the BIOS, Processors, Memory (physical and virtual), input devices, system ports, slots, controllers, storage devices (physical, logical, partitions), sound devices, video and display adapters, modem and network adapters, and printers attached.

For software configuration, the agent collects information about the operating system, software information (through add/remove, control panel, registry and executables).

HOW DOES THE AGENT CONNECT TO THE INTERNET?

The agent connects to the internet by using TCP Port 80 by default, and can be configured to use any other port as required.

CAN THE AGENT WORK WITH OUR PROXY SERVER?

Yes, the agent can be configured to use a local proxy server in your network and upload inventory to the SAManage datacenter through your proxy.

HOW MUCH BANDWIDTH DOES THE AGENT USE?

The agent uses very little bandwidth as all collected information is compressed. The typical size of the agent inventory file is approximately 5K, depending on the computer configuration. In additions, the agents are running at random intervals (on average, every 10 hours an inventory collection is scheduled by the agent) so that bandwidth usage would be spread across the day.

HOW OFTEN DOES THE AGENT PERFORM INVENTORY SCANS?

The agent launches every 10 hours of computer activity to perform an inventory scan. If the machine is not connected to the internet or turned off, the agent would re-run the inventory scan when the machine starts and connect to the SAManage datacenter the next time the machine connects to the internet.

SECURITY

HOW DO YOU PROTECT MY INFORMATION?

SAManage has taken numerous security actions from the physical access to our datacenter to the security of the service layer itself. SAManage servers are hosted in a secured SAS70 certified Tier4 class A DataCenter. This means that physical access to the SAManage servers is restricted to authorized operators only, and no other personal can access our hosting area. Our network is protected by the latest Firewalls and Intrusion Detection Systems and is monitored 24x7 by network and security teams.

WHERE ARE YOUR SERVERS LOCATED?

SAManage has chosen EngineYard for our hosting needs. EngineYard is a leading provider of 24x7 managed hosting services and provides the service, scale and expertise you expect. Our servers are hosted with EngineYard's secure SAS 70 certified data center, protected by biometrics scanners and 24x7 security guards. This means that only authorized personal can access the servers that store your data.

APPLICATION AND NETWORK SECURITY

The SAManage service and your data are protected by the latest firewall protection, intrusion detection systems, and proprietary security products across all segments of our network. We are working with 3rd party service providers to constantly test the network for security breaches. All information sent to and from SAManage is encrypted with 256-bit SSL encryption, the same security used by banks and e-commerce sites to protect their services. This means that all communication between your computer and our servers is encrypted and your session is protected. You can verify that by looking at the lock icon in your browser.

WHAT IS YOUR BACKUP POLICY?

All customer data is continually backed-up to local disk as the first level of data protection and every night to an offsite location as part of our Disaster Recovery program. This ensures that your data is safe and your information can be quickly restored in case of a catastrophe. We have implemented a Disaster Recovery program designed to allow us to operate the SAManage service without losing any customer data.

HOW SECURE ARE THE AGENTS?

The agent operates like other software that runs in your network today and connects to a server on the internet, including Windows Update service, Adobe Acrobat Reader or your anti-virus protection. The agent only connects to the SAManage server, and no communication is initiated with other destinations. In addition, the agent does not receive requests from any device or server, internal or external to your network, but only initiate requests. This approach ensures that no other service can exploit the agent.

SUPPORT

WHAT KIND OF SUPPORT DO YOU PROVIDE?

We are available to help you activate the SAManage service in your network and deploy the agents across your computers, and guide you through using the SAManage service. Upon activation of your account, a dedicated Technical Support Team member is assigned to you and serves as a single point of contact, available to answer any questions you may have about SAManage.

WHAT KIND OF ON-GOING SUPPORT DO YOU PROVIDE?

SAManage provides premium subscribers with email and phone based support during normal business hours. You can submit support tickets and request assistance using the [support section in our website](#), or by emailing us at support@samanage.com. We are at your service.