User Manual

Centerm Cloud Client Manager

CCCM 6.0.000.000

Issue: 01

Date: 2014-06-26

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Foreword

Thank you for choosing Centerm Cloud Client Manager, which was independently developed by Centerm Information Co., Ltd. Before using this product, please carefully read this Manual.

Reminder Description

Note

NOTE provides additional information (explanatory note, explanation or instruction) to emphasize or supplement the main text.

Caution

CAUTION indicates a potentially hazardous situation that, if not avoided, could result in the failure in installation/use/operation, equipment damage, data loss, performance deterioration, or other unanticipated results.

⌘ The **Cloud Terminal**, **Terminal** or **Client** as mentioned in this document, unless otherwise stated, shall all indicate the computer equipment installed with CCCM Agent.

⌘ Unless otherwise stated, the deletion of document or record by all functional modules is irrevocable.

Revision History

Revision History describes the cumulative changes to the document. The latest document version contains all changes made in previous versions.

Document Version 01 (2016-01-15)

This version is the first official release.

Contents

1 Product Introduction

1.1 Overview

Centerm Cloud Client Manager (CCCM) allows automated management of clients and covers client configuration, Windows system backup/recovery, Windows software distribution, Windows Agent upgrade, Centerm Linux system upgrade, Centerm Linux patch upgrade, Centerm Linux Agent upgrade, Android patch upgrade, Android agent upgrade, automatic configuration, automatic upgrade, remote maintenance, performance monitoring, and other stunning features. Through CCCM, you can carry out efficient maintenance and management, thoroughly address such challenges as client deployment, maintenance and configuration faced by IT administrators, and integrate IT resources and thus significantly improve the efficiency of IT management through centralized management.

CCCM consists of the following five modules:

- Basic management: This is the module for basic client management and operation. It supports desktop configuration, remote assistance, power control, etc.
- Deployment management: Terminal OS update, CCCM agent update, OS backup, OS recovery, template distribution etc..
- Policy management: Allowing the management and configuration of relevant policies during the process of intelligent management.
- Audit Management: Detailed log of administrator operation, terminal status, task excecution, agent update etc..
- Task management: The task management center of the management allows viewing, analysis and maintenance operations.

1.2 Product Features

- Instant configuration of client attributes.
- Batch-mode installation of applications.
- Real-time monitoring of client operation.
- Creation of client management plans which can be automatically and periodically executed without the need for manual intervention.

2 Quick Start

2.1 Login

After completing the installation of CCCM, perform the following steps to log in the system.

1. Open system login interface

⌘ Single-server mode

On the server, go to **"Start -> All Programs -> Centerm -> Login"** to open the login interface.

⌘ Distributed mode

On any server, open the browser and type the IP address of load balancer and the port used at installation in the address bar (as shown below). Add "http://" before the IP address. If the default port of 443 is used during the installation of management server, the port number can be omitted.

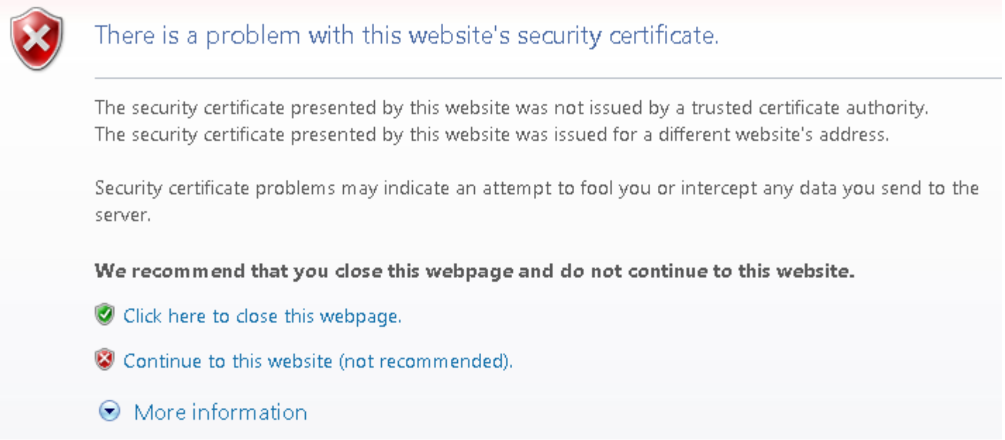
```
https://192.168.1.10/Terminal/logon.do
```

If the default port has been changed during the installation of management server (such as 8443), you will need to enter the new port number.

```
https://192.168.1.11:8443/Terminal/logon.do
```

⌘ Security warning

By using Internet Explorer, you'll need to add CCCM server address to the trusted site list, or some CCCM functions may not work normally. Refer to ***18.2 Adding trusted site for IE*** for detail. After adding trusted site, click "Contiune to this webiste".



There is a problem with this website's security certificate.

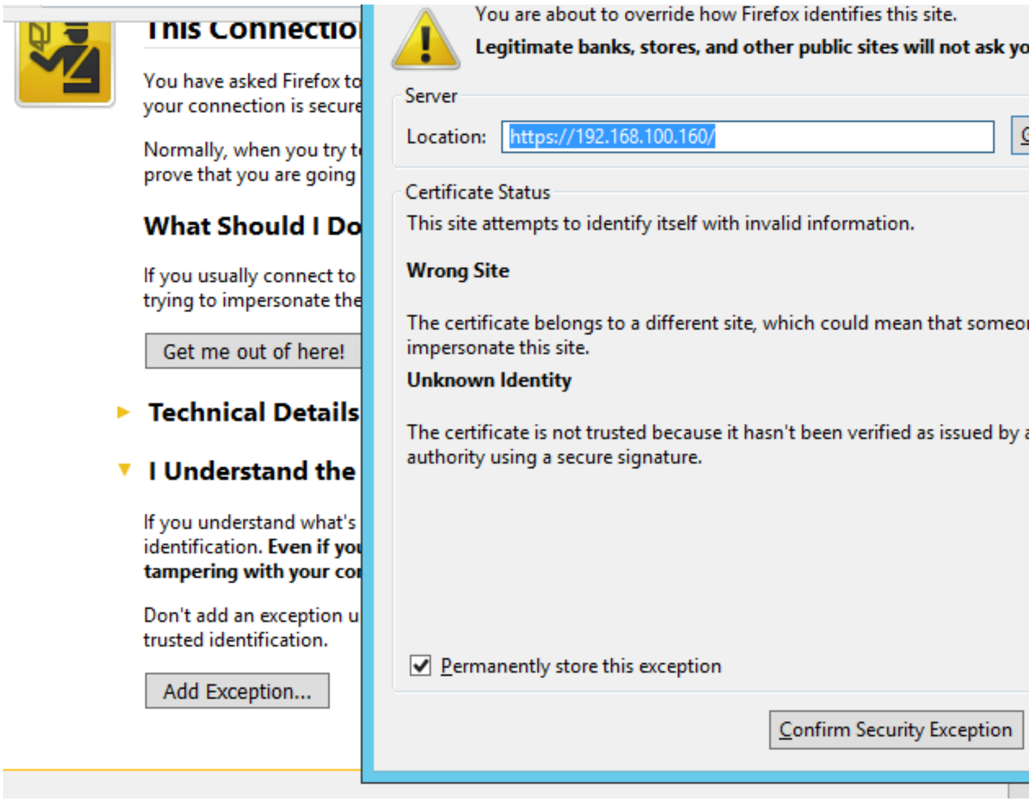
The security certificate presented by this website was not issued by a trusted certificate authority.
The security certificate presented by this website was issued for a different website's address.

Security certificate problems may indicate an attempt to fool you or intercept any data you send to the server.

We recommend that you close this webpage and do not continue to this website.

Click here to close this webpage.
Continue to this website (not recommended).
More information

By using Firefox, click ***I understand the risk > Add Exception > Confirm Security Exception***



This Connectio

You have asked Firefox to your connection is secure

Normally, when you try t prove that you are going

What Should I Do

If you usually connect to trying to impersonate the

Get me out of here!

Technical Details

I Understand the

If you understand what's identification. **Even if you tampering with your co**

Don't add an exception u trusted identification.

Add Exception...

You are about to override how Firefox identifies this site.

Legitimate banks, stores, and other public sites will not ask yo

Server

Location: https://192.168.100.160/

Certificate Status

This site attempts to identify itself with invalid information.

Wrong Site

The certificate belongs to a different site, which could mean that someo impersonate this site.

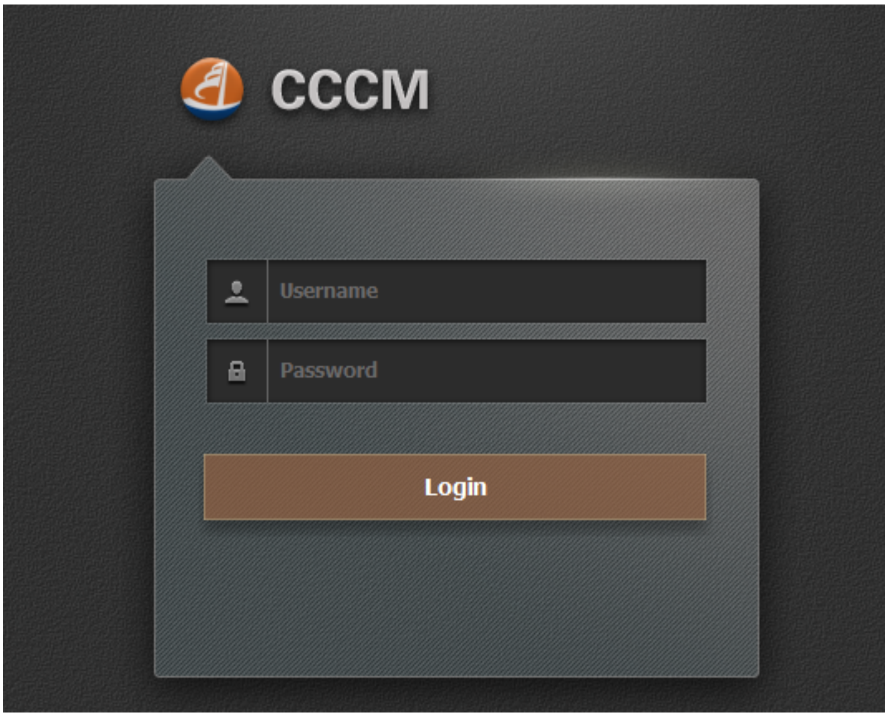
Unknown Identity

The certificate is not trusted because it hasn't been verified as issued by a authority using a secure signature.

☑ Permanently store this exception

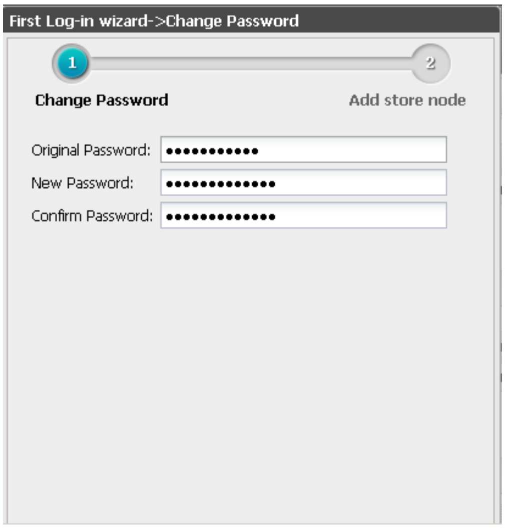
Confirm Security Exception

2. Enter username, password and captcha
   Cick "Login" to enter system homepage.
   The system has a default credential, username **"admin"** and password **"Admin123!@#"**.



Upon first time login, you need to make following changes before start using:

⌘ Change password

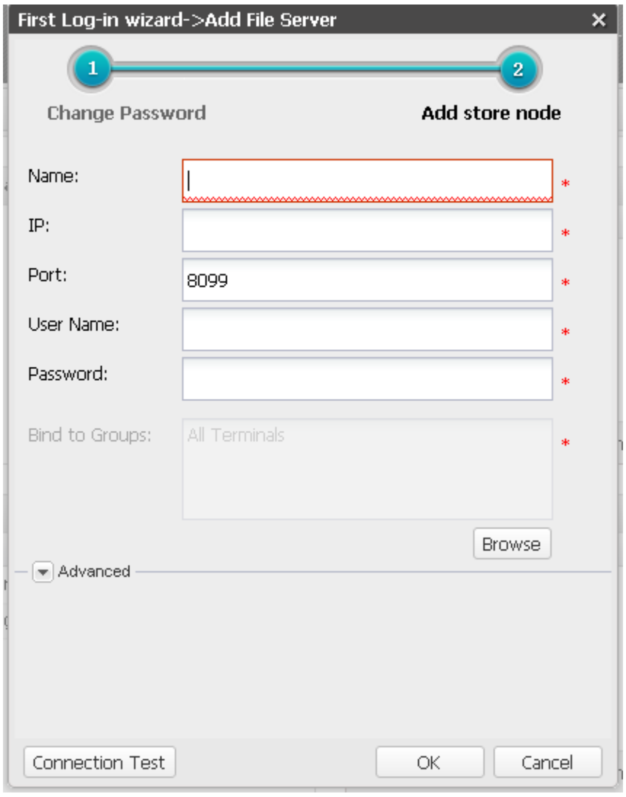

First Log-in wizard->Change Password

Original Password: ●●●●●●●●●●●

New Password: ●●●●●●●●●●●●●

Confirm Password: ●●●●●●●●●●●●●

⌘ Add file server (optional)


First Log-in wizard->Add File Server

Name: | *

IP: *

Port: 8099 *

User Name: *

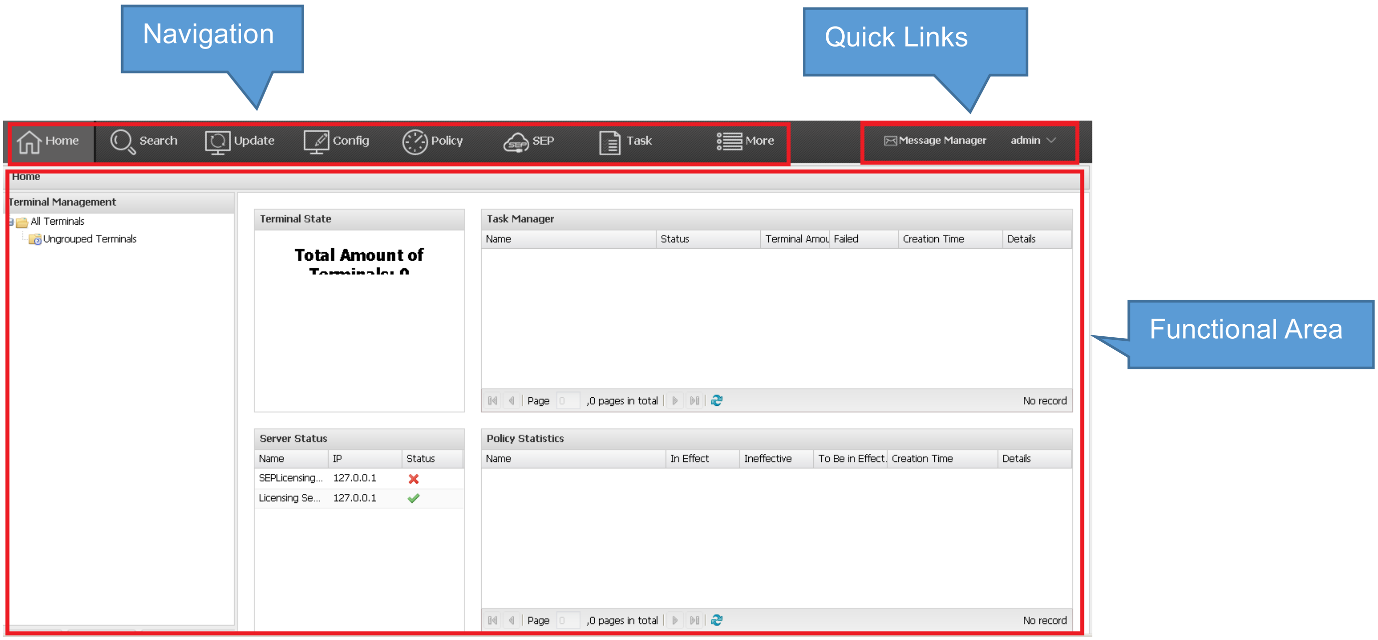
Password: *

Bind to Groups: All Terminals *

Note:

1. IP shall be which of the file server is installed.
2. File server has default user name *admin*, and password *Admin123!*
3. If you skip this step in first log-in wizard, go to *More -> System Settings -> File Server* for file server adding

2.2 Interface Layout



Task Manager

Name	Status	Terminal Amou	Failed	Creation Time	Details

Server Status

Name	IP	Status
SEPLicensing...	127.0.0.1	✗
Licensing Se...	127.0.0.1	✓

Policy Statistics

Name	In Effect	Ineffective	To Be in Effect.	Creation Time	Details

Quick links

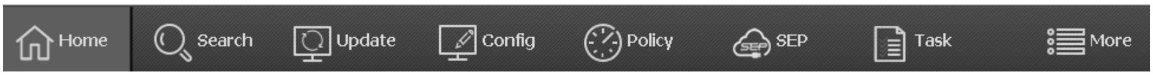
The quick link are on the top-right enables you to change passwor, log out and check out messages.

⌘ Message Manager: messages from client terminal, help administrator quickly respond to and assist client user.

⌘ CCCM user information: password changing & log out.

Functional Navigation

On the top navigation bar, click and select menu items to enter the corresponding operational interface.



⌘ Home: the default interface after logging-in CCCM. It shows important statistics & provides basic management for terminals.

⌘ Search: search terminals in LAN and add them to management.

⌘ Update: file deployment, including system files, patch files, agent update and application installation/update.

⌘ Config: batch configuring terminals by distributing configuration template.

⌘ Policy: set up policy of automatic update & automatic distribution of template.

⌘ SEP: provides device redirection policy, SEP agent update, SEP license management. Works only when SEP is licensed.

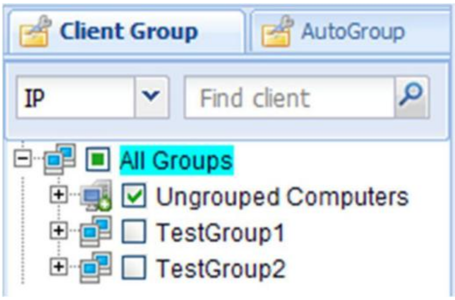
⌘ Task: checking the task in execution & the result of task execution.

⌘ More: non-common functions and management of CCCM license.

[[[[[

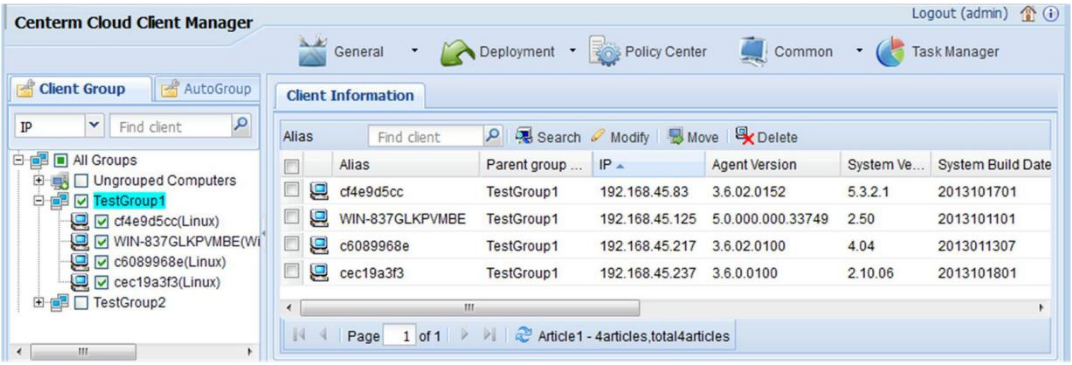
Client group

The **"Client Group"** panel on the left side shows the clients and groups managed by the current user. For details, please refer to **"**3 Client Group Management**"**.



Client information

The **"Client Information"** panel shows the detailed information about clients managed. Click the name of client group or client in the left pane to view information about relevant clients.



□	Alias	Parent group ...	IP	Agent Version	System Ve...	System Build Date
□	cf4e9d5cc	TestGroup1	192.168.45.83	3.6.02.0152	5.3.2.1	2013101701
□	WIN-837GLKPVMBE	TestGroup1	192.168.45.125	5.0.000.000.33749	2.50	2013101101
□	c6089968e	TestGroup1	192.168.45.217	3.6.02.0100	4.04	2013011307
□	cec19a3f3	TestGroup1	192.168.45.237	3.6.0.0100	2.10.06	2013101801

Page 1 of 1 Article1 - 4articles,total4articles

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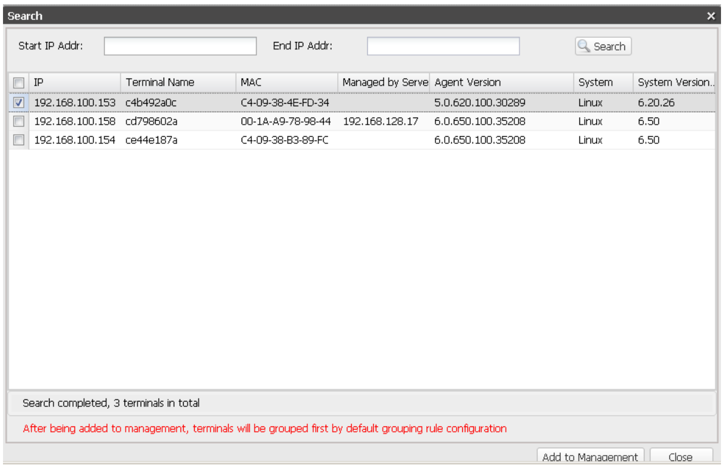
2.3 Add Terminals

Perform the following steps to manually search & add clients:

1. Click “Search” on navigation area.

2. On the search interface, enter the IP range (if not entered, the Class-C network on which the server is located will be searched) and click ***Search***.

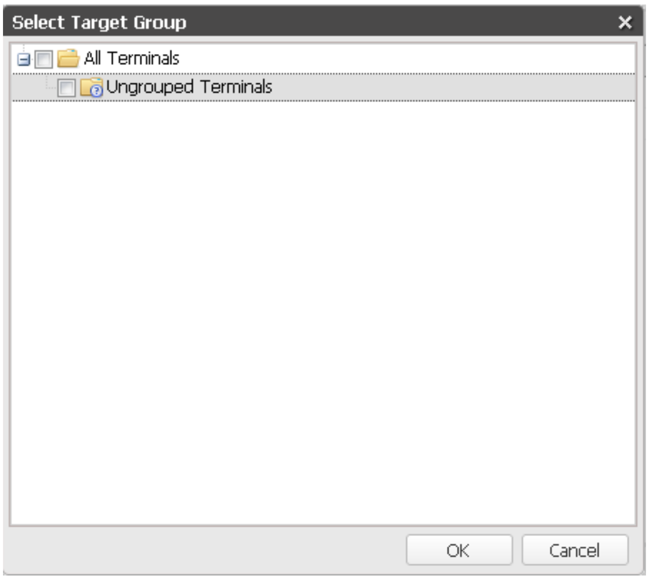


☐	IP	Terminal Name	MAC	Managed by Serve	Agent Version	System	System Version..
☑	192.168.100.153	c4b492a0c	C4-09-38-4E-FD-34		5.0.620.100.30289	Linux	6.20.26
☐	192.168.100.158	cd798602a	00-1A-A9-78-98-44	192.168.128.17	6.0.650.100.35208	Linux	6.50
☐	192.168.100.154	ce44e187a	C4-09-38-B3-89-FC		6.0.650.100.35208	Linux	6.50

Search completed, 3 terminals in total

After being added to management, terminals will be grouped first by default grouping rule configuration

3. Select terminal to be added, click ***Add to Management***.
4. Select target group and click ***OK***.

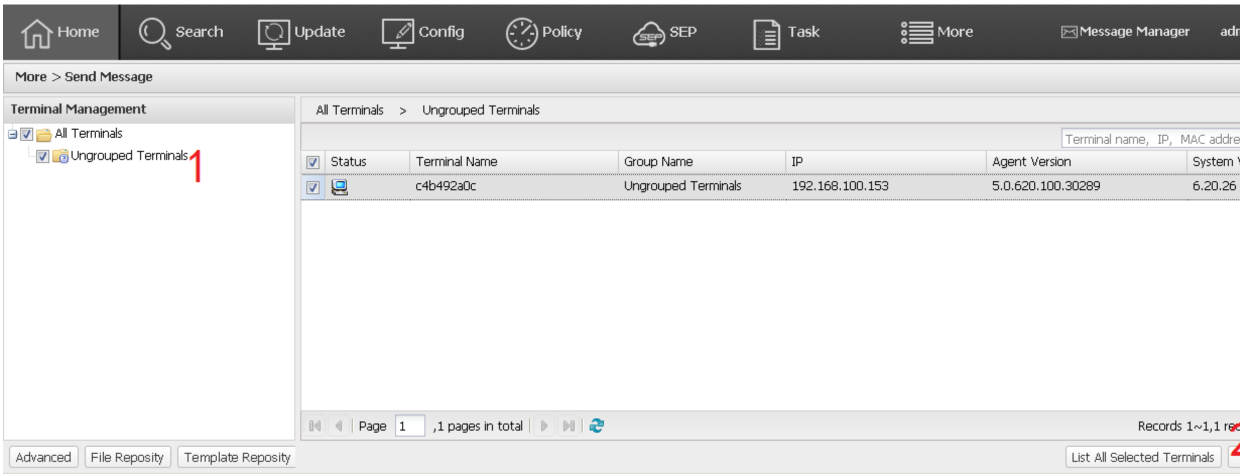


5. Terminal added successfully and exit search interface.

2.4 Send Message

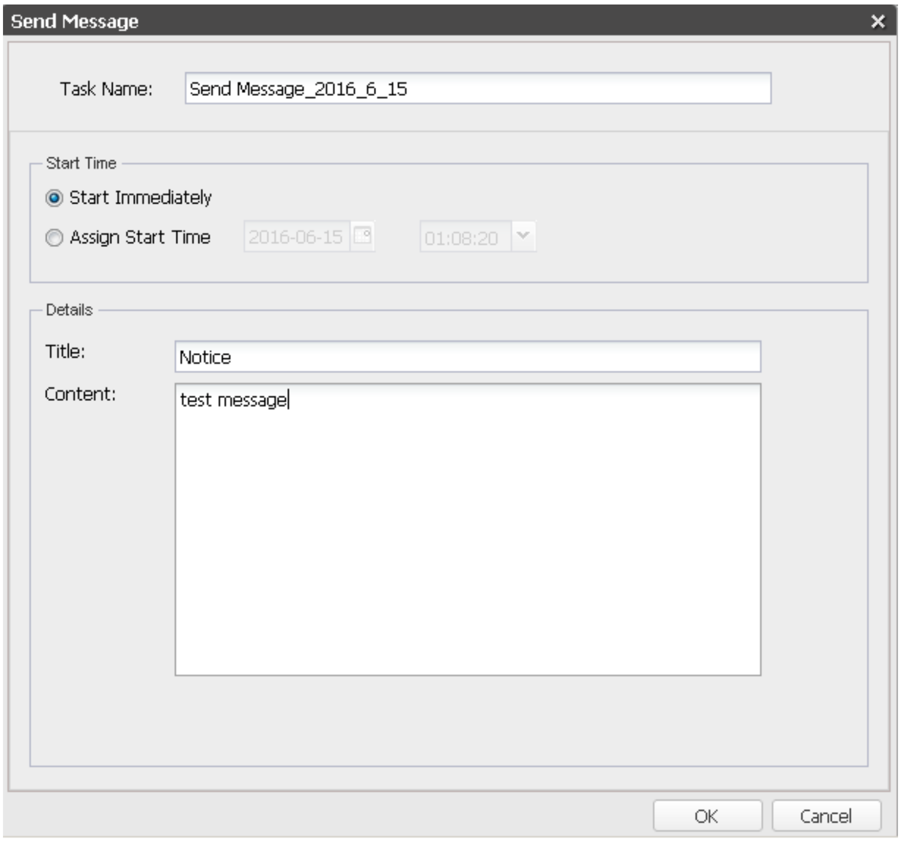
Create Task

1. Go to ***More > Send Message*** on navigation area.
2. On the send message interface, select target group on left tree diagram, select the target terminals and click ***Next***.



☑	Status	Terminal Name	Group Name	IP	Agent Version	System V
☑		c4b492a0c	Ungrouped Terminals	192.168.100.153	5.0.620.100.30289	6.20.26

3. On the task configuration panel, set the ***Start Time*** and ***Details***, click ***OK.***



Send Message

Task Name: Send Message_2016_6_15

Start Time

● Start Immediately

○ Assign Start Time 2016-06-15 01:08:20

Details

Title: Notice

Content: test message

Note:

On the navigation area, go to ***Task > Send Message*** to check and manage the message task just created.

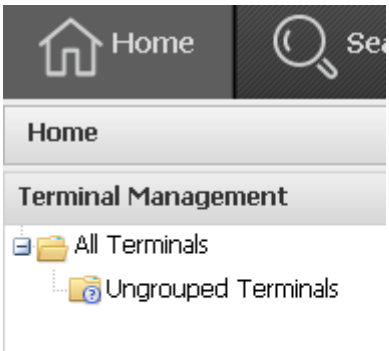
Review Task

4. On the navigation area, go to Task > Send Message. Messages are sorted by time on the middle panel.
5. Message task can be viewed, deleted and canceled here.

3 Client Group Management

3.1 Terminal Grouping

Go to Home on navigation area,



There're 2 default and fixed groups:

⌘ All Terminals:

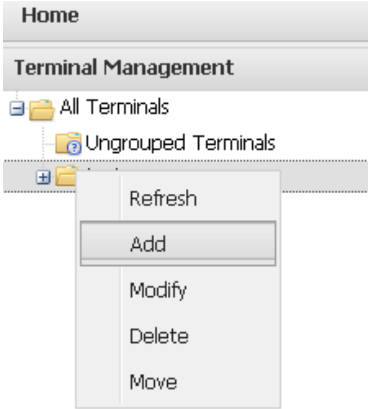
Parent group of all terminal group. Can't be modified nor deleted.

⌘ Ungrouped Terminals:

All terminals not grouped to a specified group will be included here. Can't be modified nor deleted.

3.1.1 Add Group

1. Go to the terminal tree, right click target parent group, click ***Add***.

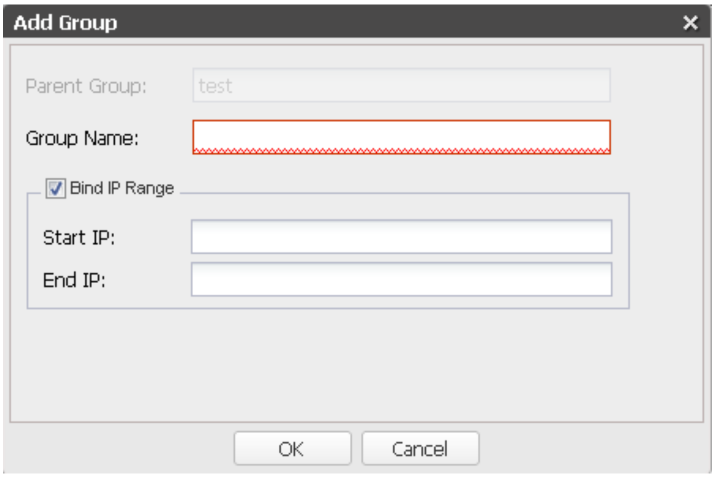


2. Enter the group name.

   Note:

   The group name must not contain /, \, :, *, ?, ", <, >, or |, and the length is limited to 32 characters.

3. [Optional Step] Check "**Bind IP Range**" and enter the IP range.



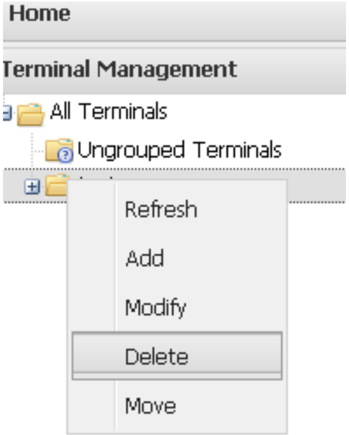
Note:

After binding the IP scope, the group will only include clients of the specified IP range.

4. Click ***OK***.

3.1.2 Delete Group

Go to the terminal tree, right click target group,   click ***Delete***.



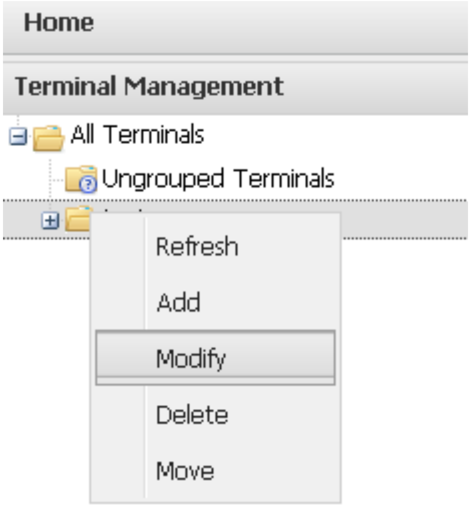
Caution:

All sub-groups and clients under this group will be deleted, and this operation is irrevocable.

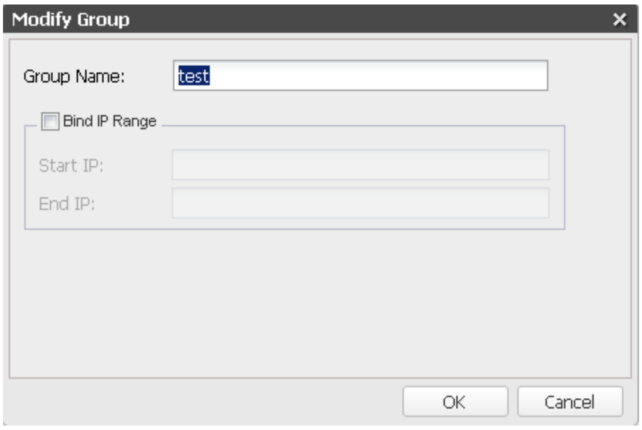
In the confirmation dialog box, click **"Yes"** to delete or **"No"** to cancel.

3.1.3 Modify Group

1. Go to the terminal tree, right click target group, click ***Modify.***



2. Modify the information of client group.You can modify the group name and IP Range binding status.



Group Name: test

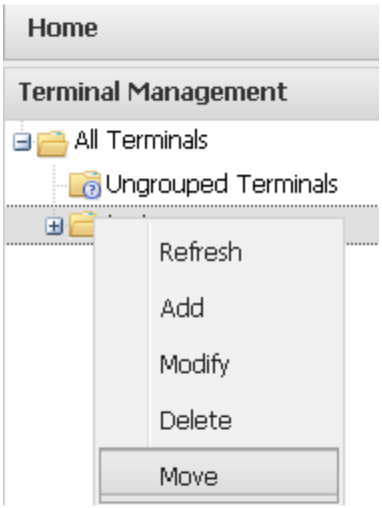
□ Bind IP Range

Start IP:

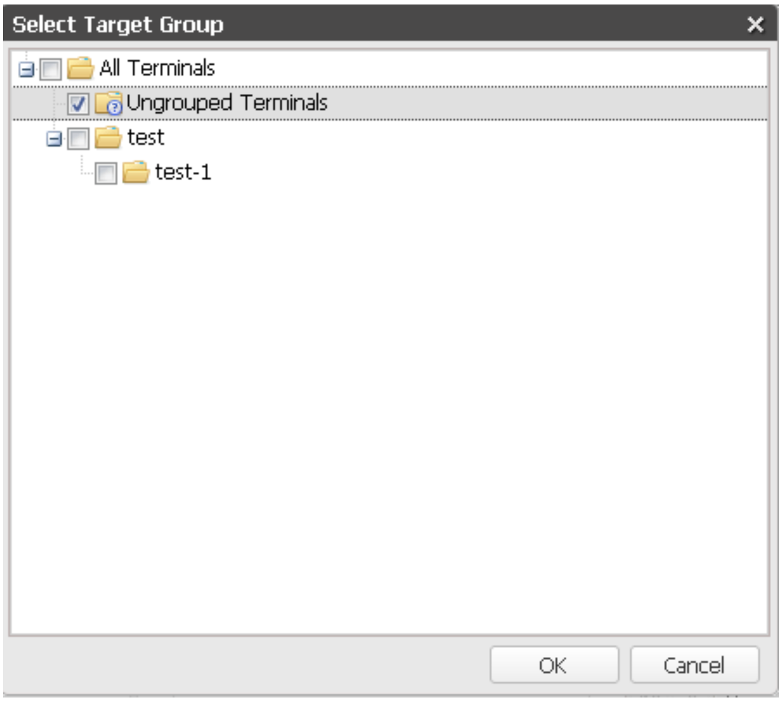
End IP:

3.1.4 Move Group

1. Go to the terminal tree, right click target group, click ***Move***.



2. Select the new target parent group and click ***OK***.



3.1.5 Refresh

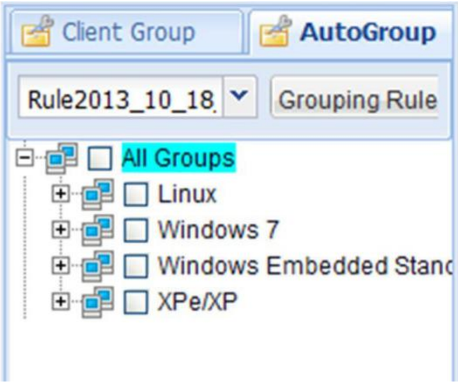
Client group information and the online status of clients will be refreshed periodically. To refresh immediately, right-click the name of **Client Group** to add a subgroup and select **"Refresh"** from the context menu.

[[[[

3.2 Automatic Grouping

CCCM will group clients automatically according to the defined grouping rules, and the grouping results could be different if different rules are applied. Automatic groups cannot be edited.

On the client group panel, select **"AutoGroup"** to show automatically grouped clients.

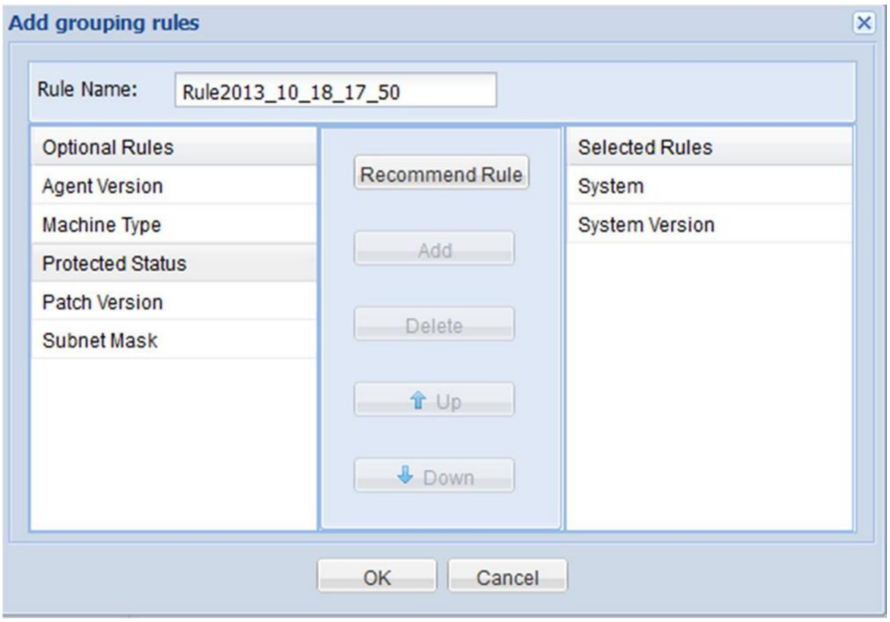


Grouping rule manager

Add grouping rules

1. In the "**AutoGroup**" pane, click "**Grouping Rule**".
2. In the "**Grouping Rule Manager**" window, click "**Add**".
3. Click "**Recommend Rule**" to create the grouping rule recommended by the system, or select the grouping conditions to create your own rules.

   You can repeatedly add or delete the grouping conditions, or change the sequence thereof. The sequence of grouping conditions corresponds to the results of automatic grouping.



Add grouping rules

Rule Name: Rule2013_10_18_17_50

Optional Rules	Selected Rules
Agent Version	System
Machine Type	System Version
Protected Status	
Patch Version	
Subnet Mask	

   Note:

   ⌘ You can add up to 5 grouping conditions for each grouping rule.

   ⌘ When grouping conditions contain "**Patch Version**", the patch version must be edited.

4. Click "**OK**" to save the grouping rule.

Modify rule

1. In the "**AutoGroup**" pane, click "**Grouping Rule**".
2. In the "**Grouping Rule Manager**" window, select the grouping rule and click "**Modify**".
3. Modify the grouping rule and click "**OK**" to save the grouping rule. **Note:**

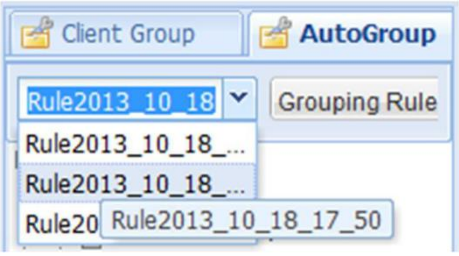
   ⌘ You can add up to 5 grouping conditions for each grouping rule. ⌘ When grouping conditions contain "**Patch Version**", the patch version must be edited.

Delete rule

1. In the "**AutoGroup**" pane, click "**Grouping Rule**".
2. In the "**Grouping Rule Manager**" window, select the grouping rule and click "**Delete**".
3. Click "**Yes**" to delete the grouping rule.

Switch grouping rule

1. In the "**AutoGroup**" pane, click the drop-down arrow to expand the list of grouping rules and select the rule to be applied.



2. Click "**OK**" to apply the grouping rule.

]]]]]

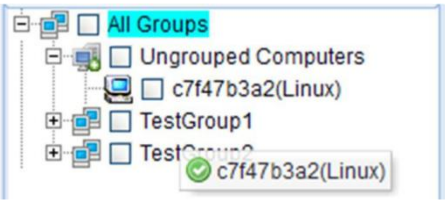
3.3 Ungrouped Computers

For automatically registered clients whose IP addresses are not included the bound IP scope of any group, they will be added into **"Ungrouped Computers"**. All clients belonging to no group will also be added to **"Ungrouped Computers"**.

Perform the following steps to add ungrouped computers to other groups.

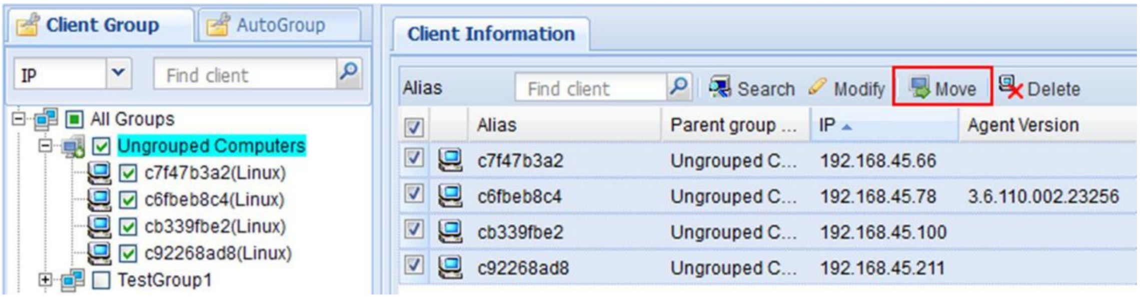
Single-client dragging

You can drag any client in **"Ungrouped Computers"** to the target group.



Batch-mode moving

1. Click quick link 🏠return to system homepage.
2. Click "**Ungrouped Computers**".
3. On the "**Client Information**" panel, select clients and click "**Move**".



☑		Alias	Parent group ...	IP ▲	Agent Version
☑		c7f47b3a2	Ungrouped C...	192.168.45.66	
☑		c6fbeb8c4	Ungrouped C...	192.168.45.78	3.6.110.002.23256
☑		cb339fbe2	Ungrouped C...	192.168.45.100	
☑		c92268ad8	Ungrouped C...	192.168.45.211	

4. Select target group and click "**OK**".

4 Client Management

4.1 Search Client

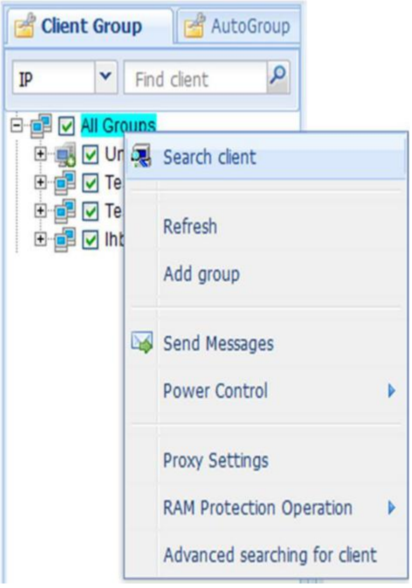
Clients to be managed must be installed with CCCM Agent, or else CCCM cannot search and manage clients. There are three ways to search clients.

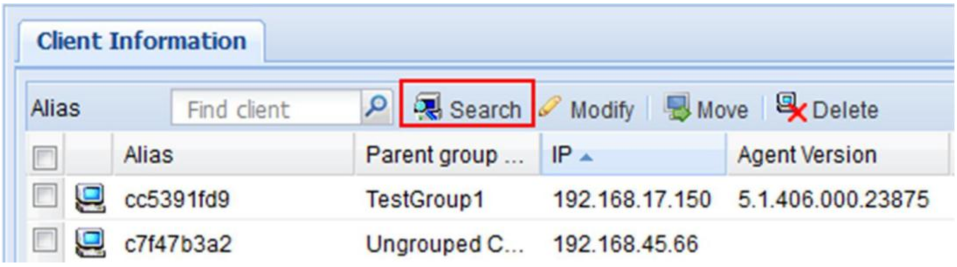
⌘ Search client on the server
side ⌘ Automatic registration ⌘
Manual configuration

Search client on the server side

The administrator can search clients falling within the specified network segment through manual search on the server side and add them to the client group.

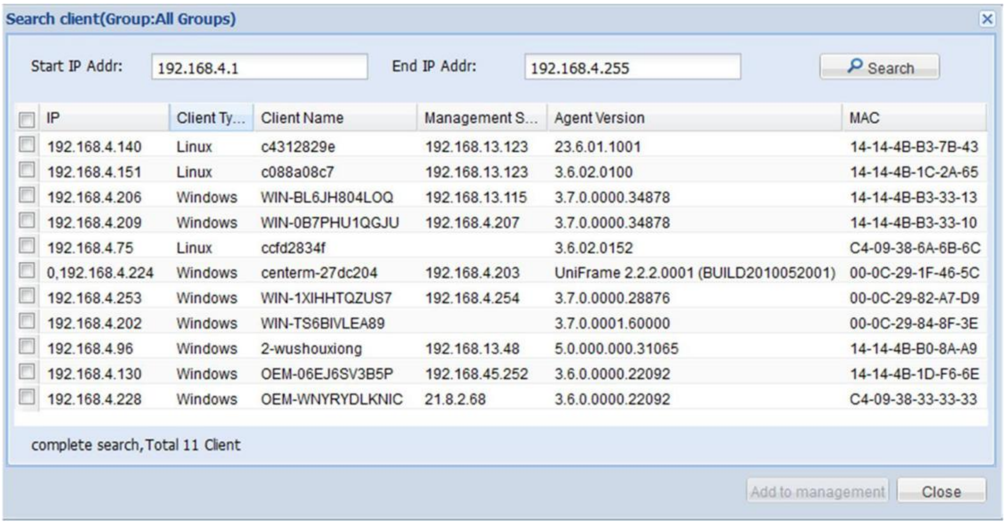
1. Right-click the name of client group and select "**Search client**" from the context menu, or click "**Search**" on the "**Client Information**" panel to open the search interface.





□		Alias	Parent group ...	IP ▲	Agent Version
□		cc5391fd9	TestGroup1	192.168.17.150	5.1.406.000.23875
□		c7f47b3a2	Ungrouped C...	192.168.45.66	

2. On the search interface, enter the IP range (if not entered, the network segment on which the server is located will be searched) and click "**Search**".



Search client(Group:All Groups)

Start IP Addr: 192.168.4.1 End IP Addr: 192.168.4.255

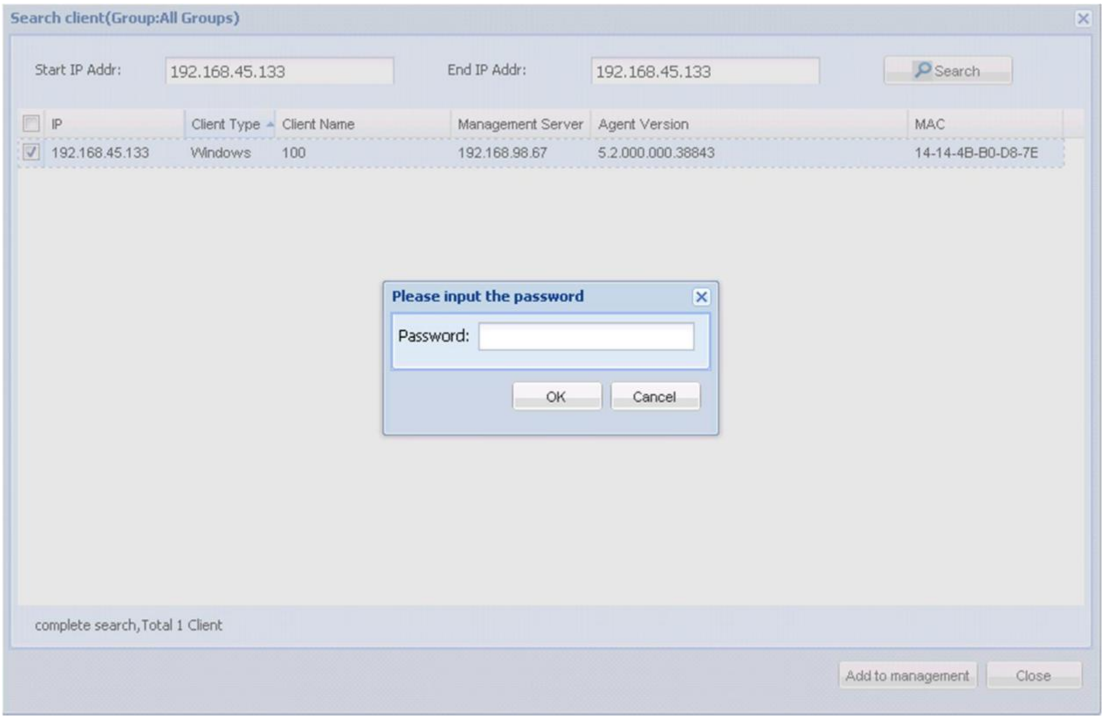
□	IP	Client Ty...	Client Name	Management S...	Agent Version	MAC
□	192.168.4.140	Linux	c4312829e	192.168.13.123	23.6.01.1001	14-14-4B-B3-7B-43
□	192.168.4.151	Linux	c088a08c7	192.168.13.123	3.6.02.0100	14-14-4B-1C-2A-65
□	192.168.4.206	Windows	WIN-BL6JH804LOQ	192.168.13.115	3.7.0.0000.34878	14-14-4B-B3-33-13
□	192.168.4.209	Windows	WIN-0B7PHU1QGJU	192.168.4.207	3.7.0.0000.34878	14-14-4B-B3-33-10
□	192.168.4.75	Linux	ccfd2834f		3.6.02.0152	C4-09-38-6A-6B-6C
□	0,192.168.4.224	Windows	centerm-27dc204	192.168.4.203	UniFrame 2.2.2.0001 (BUILD2010052001)	00-0C-29-1F-46-5C
□	192.168.4.253	Windows	WIN-1XIHHTQZUS7	192.168.4.254	3.7.0.0000.28876	00-0C-29-82-A7-D9
□	192.168.4.202	Windows	WIN-TS6BIVLEA89		3.7.0.0001.60000	00-0C-29-84-8F-3E
□	192.168.4.96	Windows	2-wushouxiong	192.168.13.48	5.0.000.000.31065	14-14-4B-B0-8A-A9
□	192.168.4.130	Windows	OEM-06EJ6SV3B5P	192.168.45.252	3.6.0.0000.22092	14-14-4B-1D-F6-6E
□	192.168.4.228	Windows	OEM-WNYRYDLKNIC	21.8.2.68	3.6.0.0000.22092	C4-09-38-33-33-33

complete search,Total 11 Client

3. Select the client to be managed and click "**Add to management**".
4. In the confirmation dialog box, click "**Yes**" to add the client(s).

Note

If the thin client had already managed by other server, in put correct client password can realize preemption and batch preemption.



Search client(Group:All Groups)

Start IP Addr: 192.168.45.133 End IP Addr: 192.168.45.133

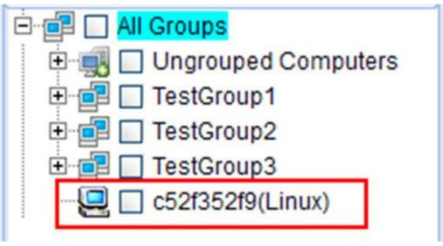
□	IP	Client Type	Client Name	Management Server	Agent Version	MAC
☑	192.168.45.133	Windows	100	192.168.98.67	5.2.000.000.38843	14-14-4B-B0-D8-7E

Please input the password

Password:

complete search,Total 1 Client

5. View newly added client(s) in the "**Client Group**" pane.



Automatic registration

On the network where clients get IP address via DHCP, the Agent on client will check DHCP lease file to check whether or not Option 232 has been defined. Option 232 carries the IP address and communication port of CCCM server. This extended option uses the prefix of CENTERM_CDMS_SERVER. The prefix, IP address, and port number are divided by colon (":"). For example, the following Option 232 is found in the DHCP lease file of the client.

```
CENTERM_CDMS_SERVER:192.168.1.10:8081
```

The client will try to connect to the server with IP address being 192.168.1.10 and will use the port number of 8081.

When the client gets the sever address from Option 232, it will send online commands to the server, which will add the client to **"Ungrouped Computers"**, or to the group with bound IP scope.

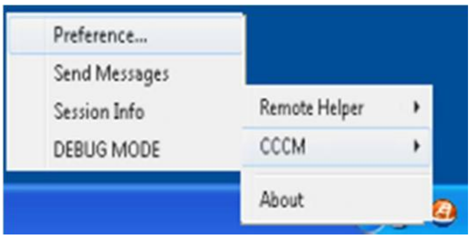
To configure Option 232 on the DHCP server, please refer to **"27.2 Configure DHCP Option"**.

Manual configuration

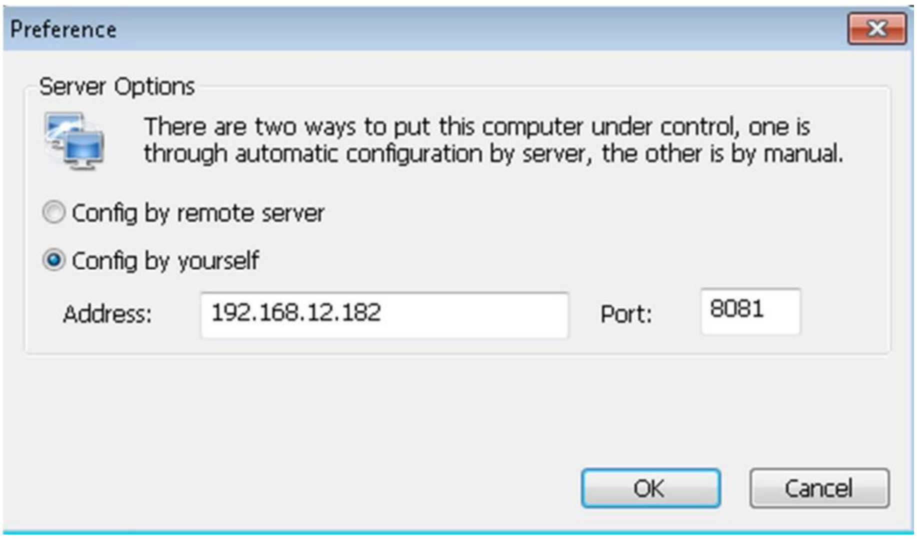
You can directly configure the server address on the client, which will send online command to the server and then server will add the client to **"Ungrouped Computers"** or to the group with bound IP scope. To manually configure the server address on the client, please perform the following steps:

Windows thin client

1. On the taskbar of Windows thin client, right-click the tray icon and select "**CCCM > Preference**" to open the "**Preference**" dialog box.



2. Select "**Config by yourself**" and enter the IP address of management server. In case of clustered deployment mode, enter the IP address of load balancing server. The default port number is 8081 (the same as the communication port set when installing the management server).



Preference

Server Options

There are two ways to put this computer under control, one is through automatic configuration by server, the other is by manual.

○ Config by remote server

● Config by yourself

Address: 192.168.12.182 Port: 8081

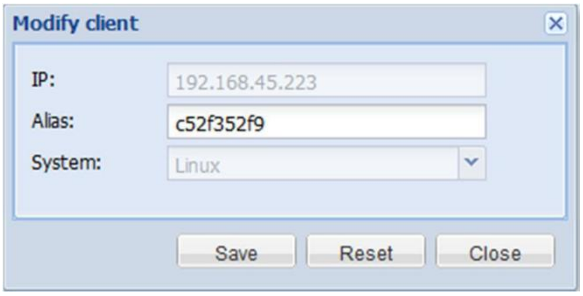
3. Click "**OK**" and enter the confirmation password to save. The default password is `centerm123!@#`.

Linux thin client

1. On the taskbar of Linux thin client, right-click the tray icon to open the settings interface.
2. Select "**Config by yourself**" and enter the IP address of management server. In case of clustered deployment mode, enter the IP address of load balancing server. The default port number is 8081 (the same as the communication port set when installing the management server).
3. Click "**OK**" and enter the confirmation password to save. The default password is `centerm123!@#`.

4.2 Modify Client

1. Right-click the client and select "**Modify client**" from the context menu.
2. In the "**Modify client**" dialog box, change the alias of the client and click "**Save**".



IP: 192.168.45.223

Alias: c52f352f9

System: Linux

Note:

⌘ The alias must not contain /, \, :, *, ?, ", <, >, or |, and the length is limited to 32 characters.

⌘ "**IP**" and "**System**" options cannot be modified.

4.3 Delete Client

1. Right-click the client to be deleted and select "**Delete**".
2. In the confirmation dialog box, click "**Yes**".

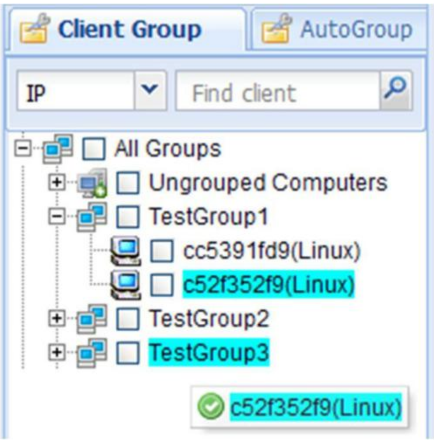
While deleting the client, the operation will be proceeded differently according to the online status of client:

⌘ Client is online: The management server of the client will be set null immediately and the client will be removed from the list. This means the client will no longer be subject to the management of this server and can be added by another server. ⌘ Client is offline: After the client goes online, it will connect to the server and be added to "**Ungrouped Computers**" or to the group with bound IP scope.

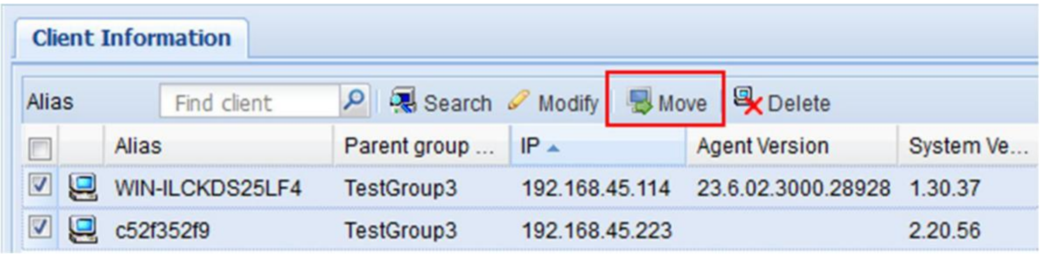
4.4 Move Client

There are two ways to move clients in the **"Client Group"**. ⌘

Drag the client to the new group.



⌘ Select the client(s) on the "**Client Information**" panel and click "**Move**". Select the target group in the pop-up dialog box and click "**OK**" to save.

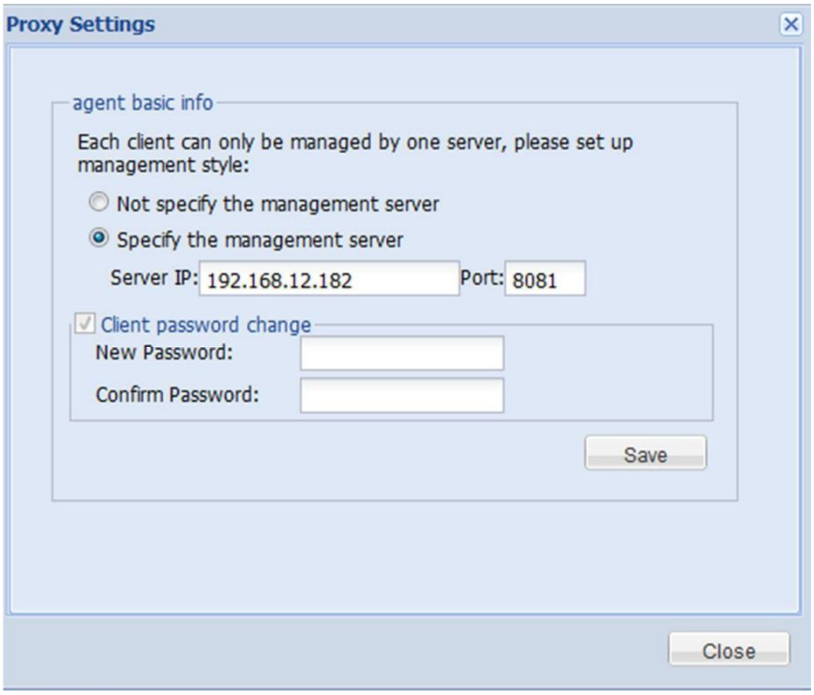


		Alias	Parent group ...	IP ▲	Agent Version	System Ve...
☑		WIN-ILCKDS25LF4	TestGroup3	192.168.45.114	23.6.02.3000.28928	1.30.37
☑		c52f352f9	TestGroup3	192.168.45.223		2.20.56

4.5 Agent Configuration

Through Agent configuration, the administrator can change the server address and management password for managed clients. Perform the following steps to proceed with Agent configuration:

1. Right-click the client or client group, and then select "**Proxy Settings**".
2. Change relevant settings in the dialog box.



agent basic info

Each client can only be managed by one server, please set up management style:

○ Not specify the management server

● Specify the management server

Server IP: 192.168.12.182 Port: 8081

☑ Client password change

New Password:

Confirm Password:

Management style: ⌘ Not specify the management server

The selected client won't be managed by any server, and must be added to management again.

⌘ Specify the management server

The selected client will be managed by the specified server, and the IP address and port of the server must be provided.

Client password change:

⌘ To change the configuration password for client, so as to avoid unintended uninstallation of Agent. Initial password: `centerm123!@#`.

4.6 RAM Protection Operation

For Windows thin clients, the following types of RAM protection operations are supported:

⌘ Enable protection: check RAM protection on the selected client. ⌘ Disable protection: disable RAM protection on the selected client. ⌘ Submit data: submit the current operations performed by the client.

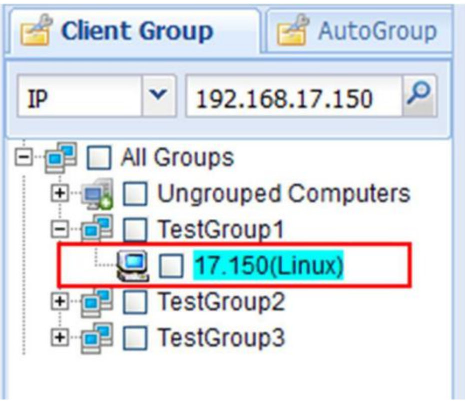
To enable RAM protection for Windows thin clients, perform the following steps:

1. Right-click the client or client group and select "**RAM Protection Operation**".
2. Select the desired operation type from the secondary menu.

4.7 Search Client

Simple search

In the **"Client Group"** pane, you can set the conditions for searching clients. Matched client(s) will be highlighted in blue color.

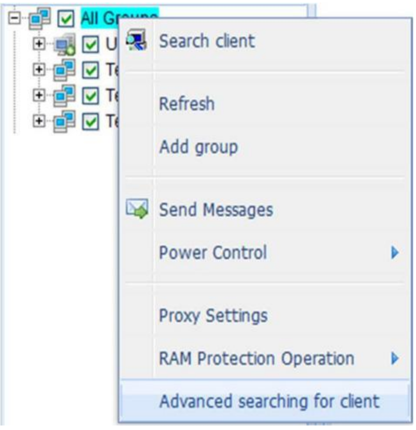


Advanced search

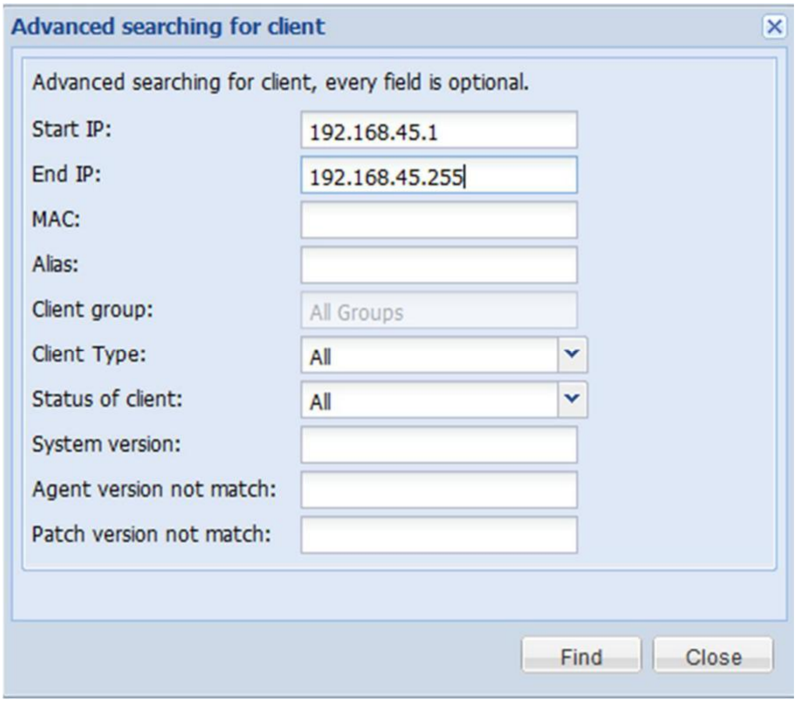
Advanced search allows you to find out clients meeting multiple conditions. By conducting advanced search in a specific group, all clients from this group and meeting search conditions will be listed.

To proceed with advanced search, perform the following steps:

1. Right-click the client group and select "**Advanced search for client**".



2. Define at least one search condition and click "**Find**".

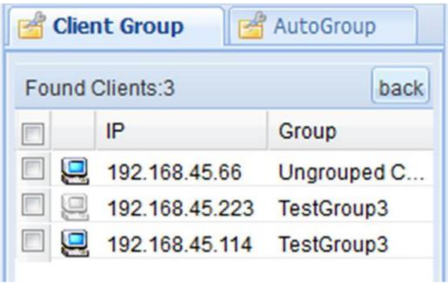


Advanced searching for client

Advanced searching for client, every field is optional.

Start IP:	192.168.45.1
End IP:	192.168.45.255
MAC:	
Alias:	
Client group:	All Groups
Client Type:	All
Status of client:	All
System version:	
Agent version not match:	
Patch version not match:	

3. The search results will be listed in the "**Client Group**" pane. Click "**Back**" to return to the list of manually grouped clients.



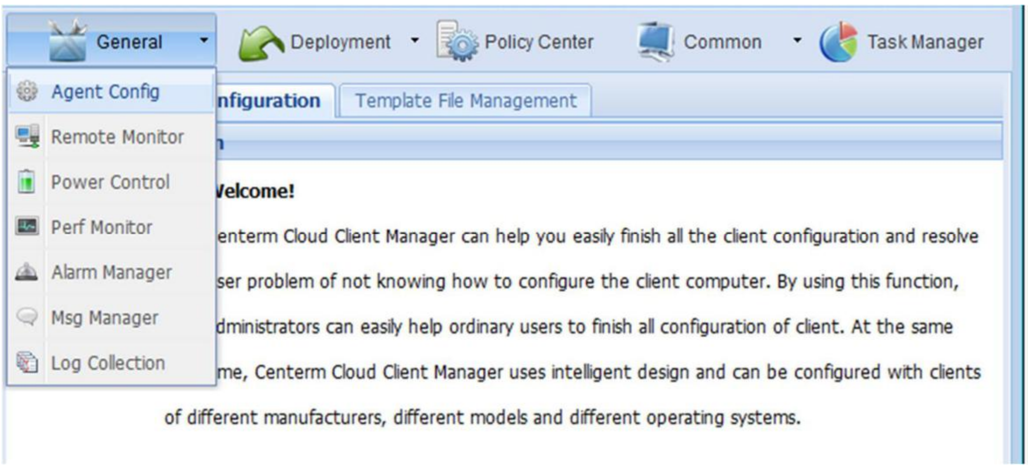
Found Clients:3

□		IP	Group
□		192.168.45.66	Ungrouped C...
□		192.168.45.223	TestGroup3
□		192.168.45.114	TestGroup3

5 Client Configuration

5.1 Client Parameters Configuration

Click **"General > Agent Config"** to enter the client configuration interface, as shown below:

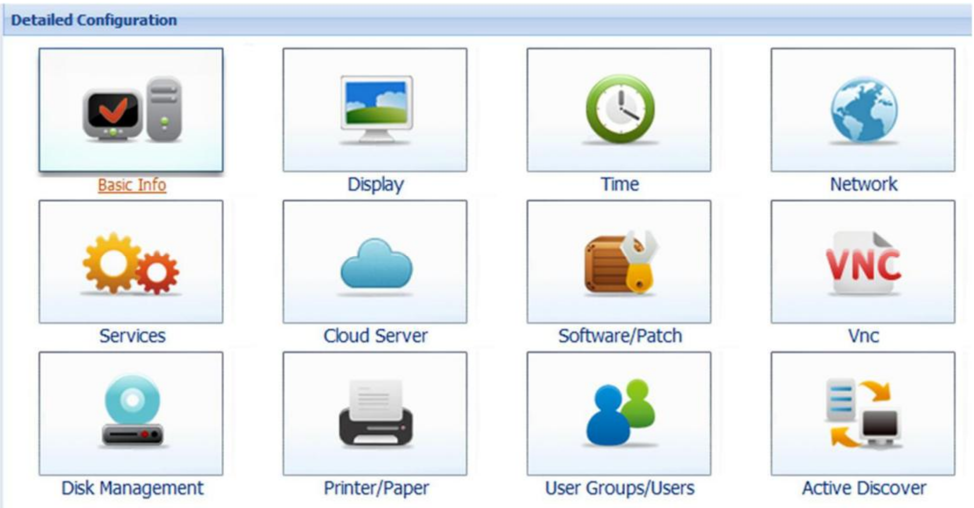


Velcome!

enterm Cloud Client Manager can help you easily finish all the client configuration and resolve ser problem of not knowing how to configure the client computer. By using this function, dministrators can easily help ordinary users to finish all configuration of client. At the same me, Centerm Cloud Client Manager uses intelligent design and can be configured with clients of different manufacturers, different models and different operating systems.

5.1.1 Configuration of Windows client parameters

Click **"General > Agent Config"** to enter the client configuration interface. In the **"Client Group"** pane, click the Windows client to show the following configuration interface:

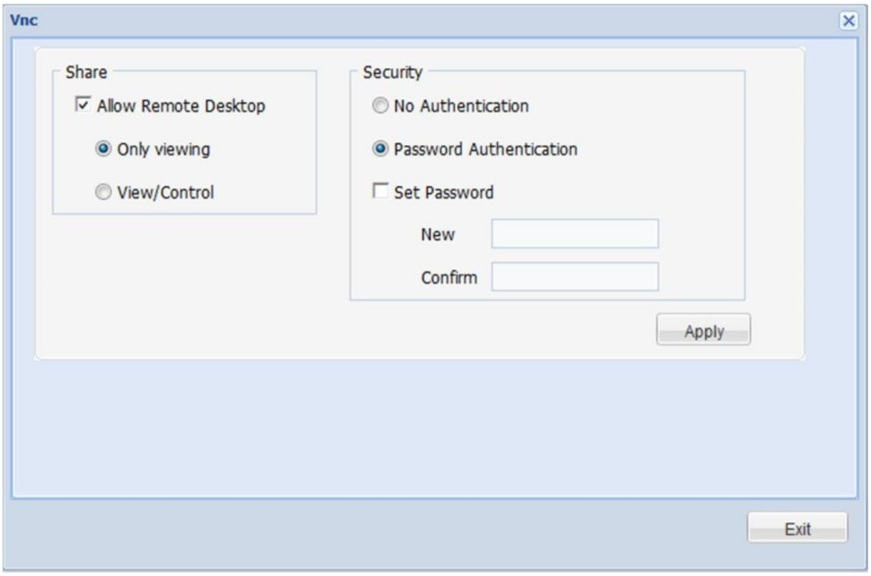


Note:

As the terminal version, this shows the functions and contents of screen will be slightly different.

VNC

VNC is used to set the options and parameters for client remote monitoring. As shown below, **"Share"** allows you to set the client control permission for the server. **"Security"** allows you to enable/disable password authentication, which targets the third-party VNC connection tools and is generally not required.



Share

☑ Allow Remote Desktop

● Only viewing

○ View/Control

Security

○ No Authentication

● Password Authentication

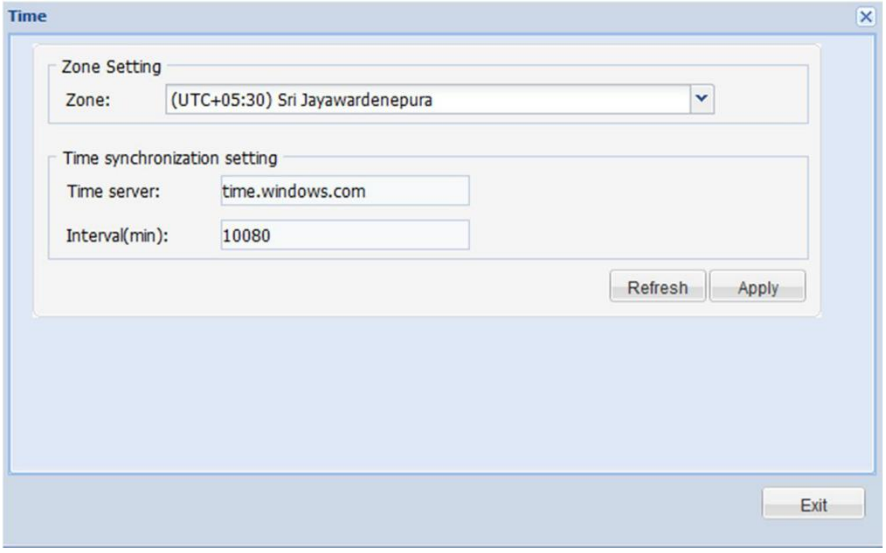
□ Set Password

New

Confirm

Time

"Time" window allows you to set time zone, time server and synchronization interval for the client.



Zone Setting

Zone: (UTC+05:30) Sri Jayawardenepura

Time synchronization setting

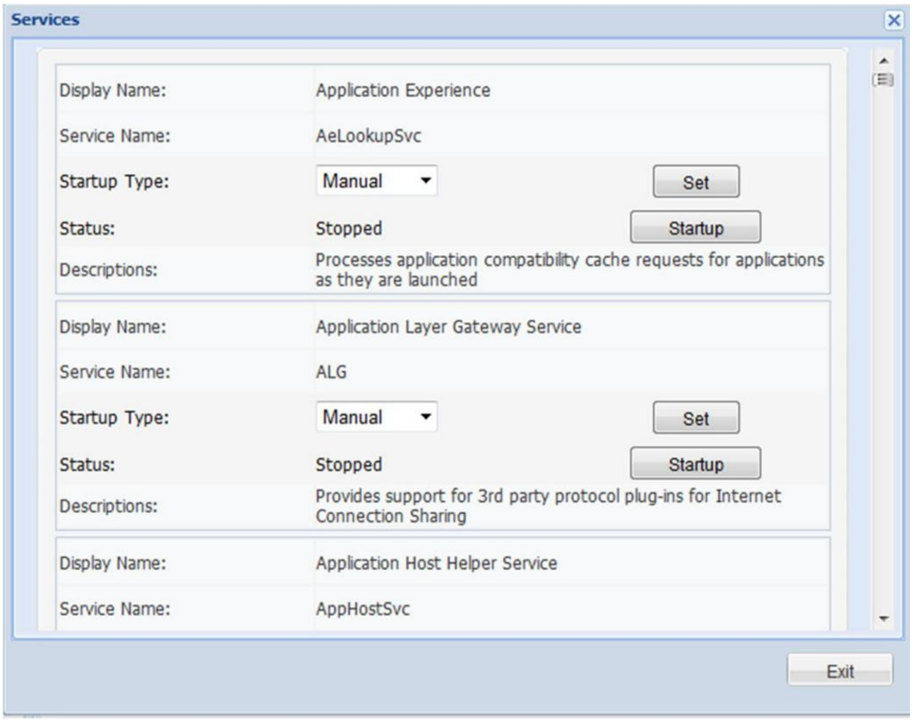
Time server: time.windows.com

Interval(min): 10080

Services

"Services" window shows the status of all services running on the client.

Fields include "Service Name", "Startup Type" and "Status". You can click the corresponding **"Stop"** or **"Set"** button to control the service.



Services

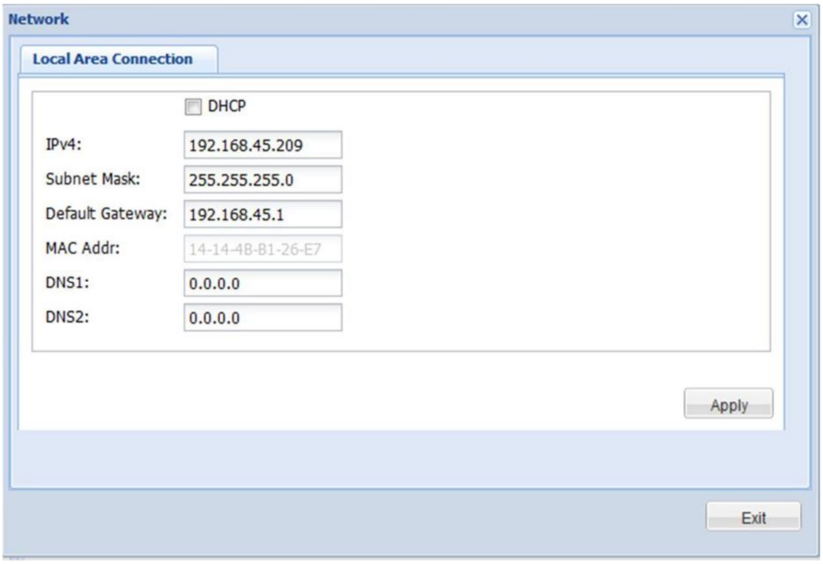
Display Name:	Application Experience	
Service Name:	AeLookupSvc	
Startup Type:	Manual	Set
Status:	Stopped	Startup
Descriptions:	Processes application compatibility cache requests for applications as they are launched	
Display Name:	Application Layer Gateway Service	
Service Name:	ALG	
Startup Type:	Manual	Set
Status:	Stopped	Startup
Descriptions:	Provides support for 3rd party protocol plug-ins for Internet Connection Sharing	
Display Name:	Application Host Helper Service	
Service Name:	AppHostSvc	

Network

"Network" window will display all configurations of the network adapter on the client, including **"IPv4"** address, **"Subnet Mask"**, **"Default Gateway"** and **"DNS"**.

If the network adapter is set to DHCP mode, those parameters will become unconfigurable (They are configured by the DHCP server on the same network as the client). Only by unchecking the DHCP checkbox can the user manually configure network parameters.

After completing the configuration, click **"Apply"** button and the configurations will take effect upon reboot.



Network

Local Area Connection

□ DHCP

IPv4:	192.168.45.209
Subnet Mask:	255.255.255.0
Default Gateway:	192.168.45.1
MAC Addr:	14-14-4B-B1-26-E7
DNS1:	0.0.0.0
DNS2:	0.0.0.0

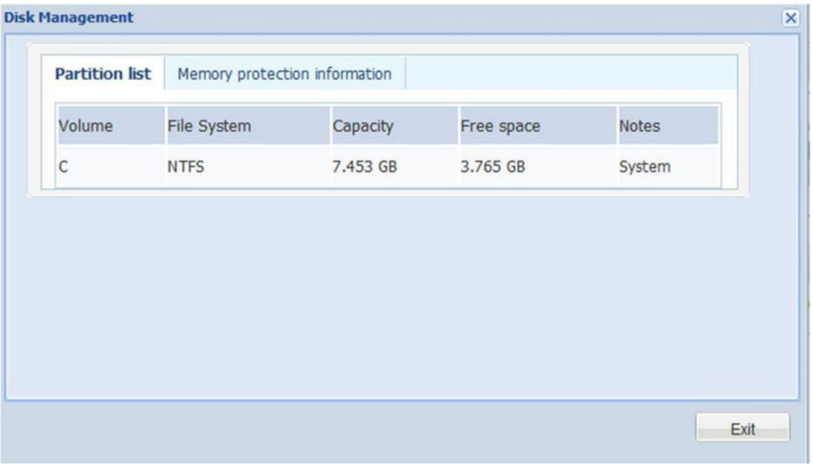
Note:

After network configuration, the client will be disconnected from network temporarily and the success message will only return after a while (a few seconds or dozens of seconds).

Disk Management

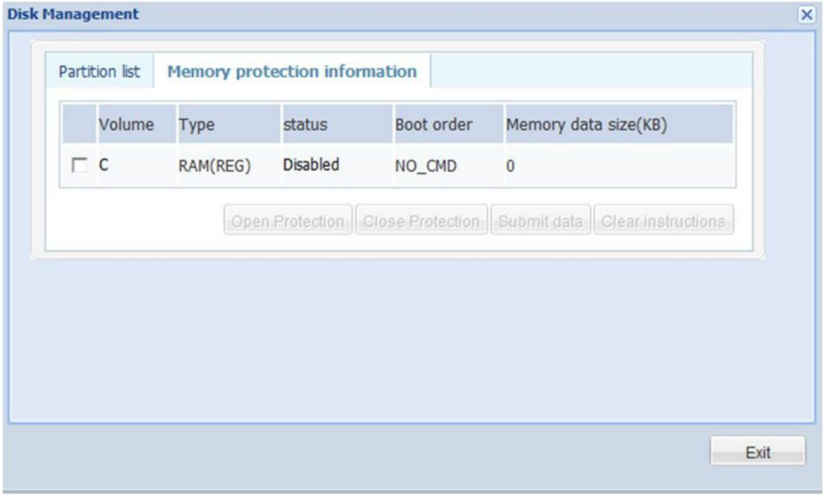
For client system with memory protection and hard disk protection, you can check **"Partition list"** and **"Memory protection information"**.

"Partition list" shows the disk information of selected client, as shown below:



Volume	File System	Capacity	Free space	Notes
C	NTFS	7.453 GB	3.765 GB	System

"Memory protection information" shows the memory protection status of the client and allows the control thereof. However, the memory protection configuration will only take effect upon reboot of the client.



	Volume	Type	status	Boot order	Memory data size(KB)
☐	C	RAM(REG)	Disabled	NO_CMD	0

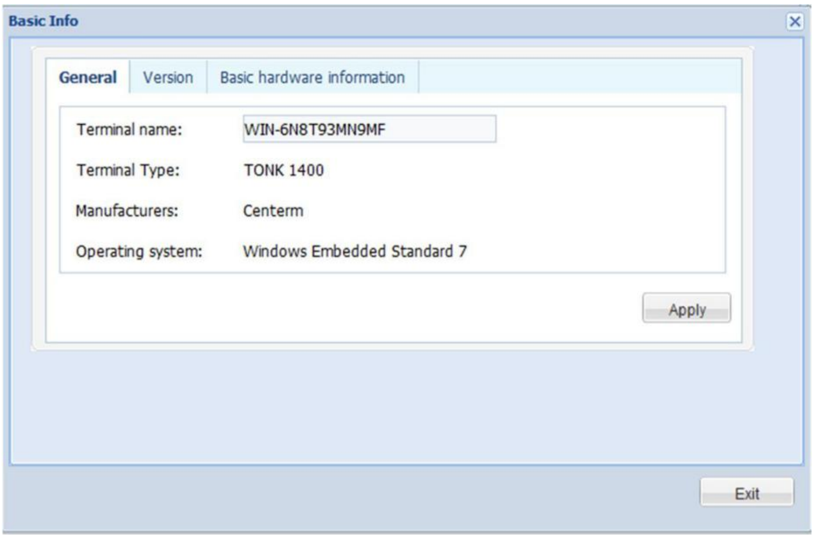
Note:

More memory protection operation detailed reference 22 RAM Protection Management

Basic information

Basic information can be divided into general information, version information and basic hardware information.

On the **"General"** panel, only **"Terminal name"** can be edited. Click **"Apply"** after editing and the configuration will take effect upon the reboot of client.



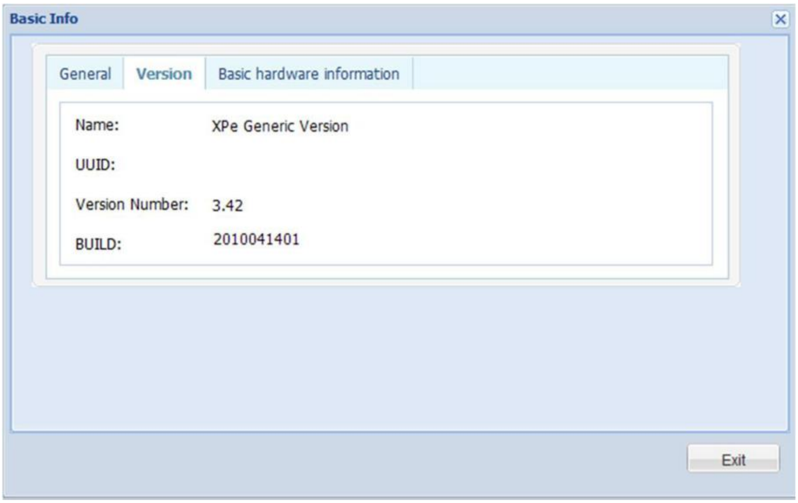
Terminal name: WIN-6N8T93MN9MF

Terminal Type: TONK 1400

Manufacturers: Centerm

Operating system: Windows Embedded Standard 7

The version information only applies to XPE terminals manufactured by Centerm. Other terminals do not have such information.



Name: XPe Generic Version

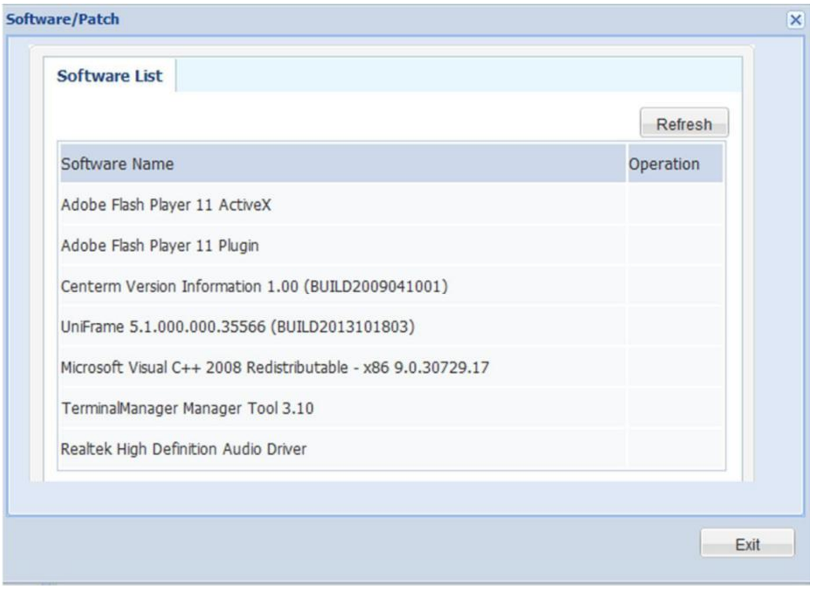
UUID:

Version Number: 3.42

BUILD: 2010041401

Software/Patch

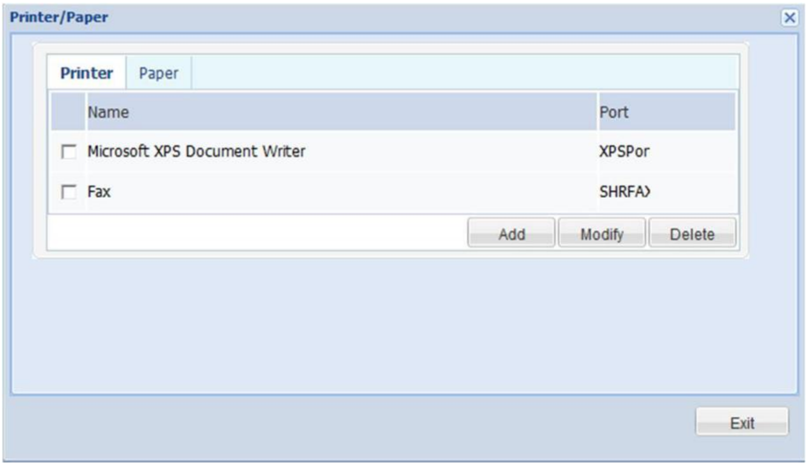
This panel shows the software programs and patches installed on the client.



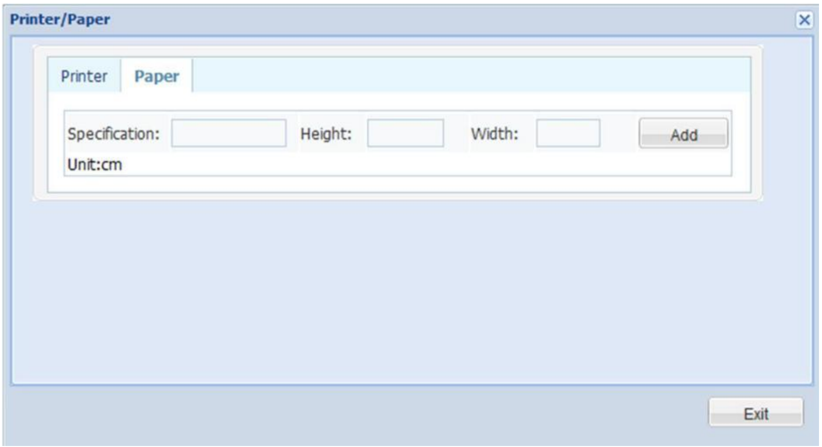
Software Name	Operation
Adobe Flash Player 11 ActiveX	
Adobe Flash Player 11 Plugin	
Centerm Version Information 1.00 (BUILD2009041001)	
UniFrame 5.1.000.000.35566 (BUILD2013101803)	
Microsoft Visual C++ 2008 Redistributable - x86 9.0.30729.17	
TerminalManager Manager Tool 3.10	
Realtek High Definition Audio Driver	

Printer/Paper

Before entering the printer configuration interface, the system will load the detailed information about all printers connected to the client. Meanwhile, the printer management interface allows user to **"Add"**, **"Modify"** and **"Delete"** printer(s).



	Name	Port
□	Microsoft XPS Document Writer	XPSPor
□	Fax	SHRFA›



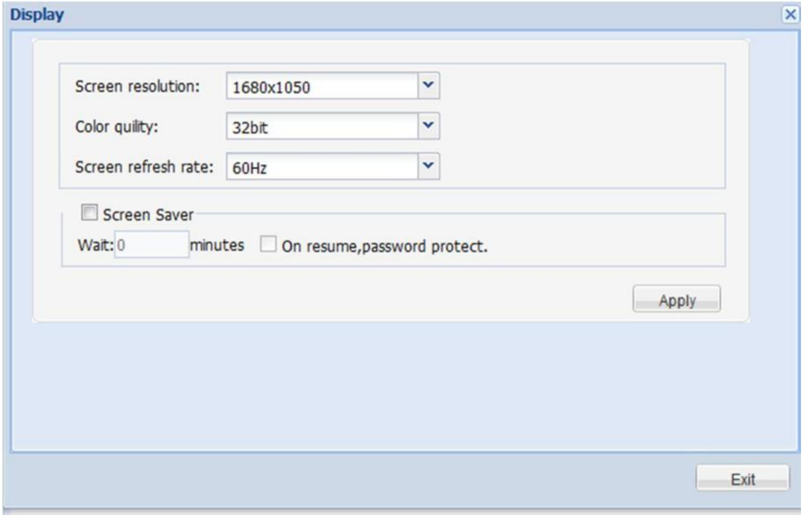
Specification: Height: Width:

Unit:cm

Display

"**Display**" window contains: "**Screen resolution**", **"Color quality**", "**Screen refresh rate**", and "**Screen Saver**".

After modifying these parameters, click "**Apply**" button to take effect.



Screen resolution: 1680x1050

Color quilty: 32bit

Screen refresh rate: 60Hz

□ Screen Saver

Wait: 0 minutes □ On resume,password protect.

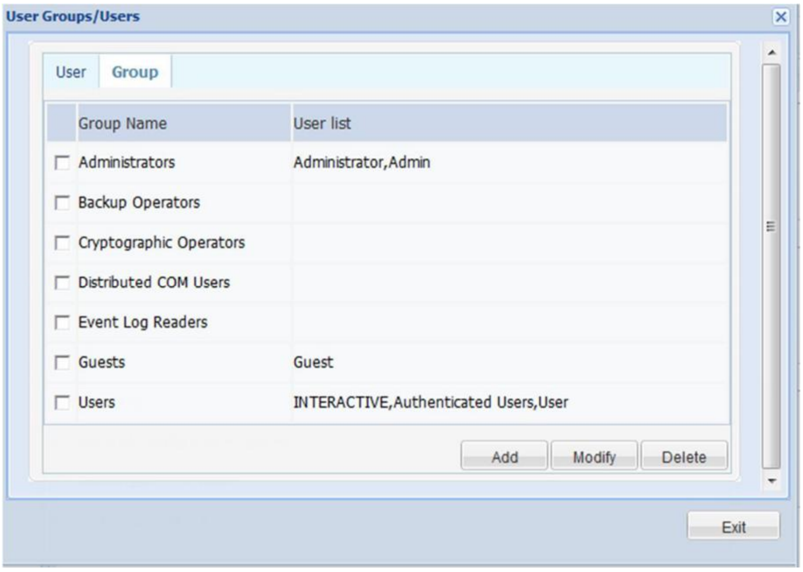
User Groups/Users

This module allows user to modify the user group/user information of the client and configure relevant policies for the specified user.

Group

The group management interface shows the user groups on the client. Select any group to add, modify or delete.

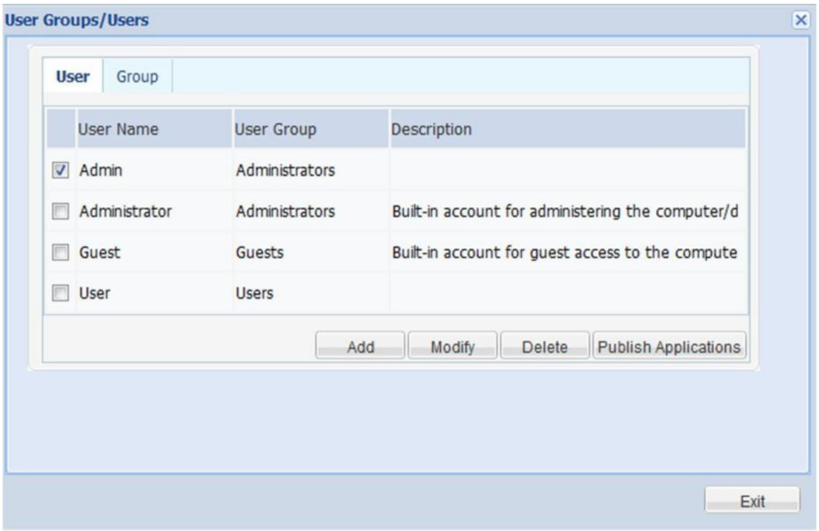
While adding group or modifying group name, the group name to be saved cannot be the same as any existing group name, or else the system will prompt an error.



	Group Name	User list
□	Administrators	Administrator,Admin
□	Backup Operators	
□	Cryptographic Operators	
□	Distributed COM Users	
□	Event Log Readers	
□	Guests	Guest
□	Users	INTERACTIVE,Authenticated Users,User

User

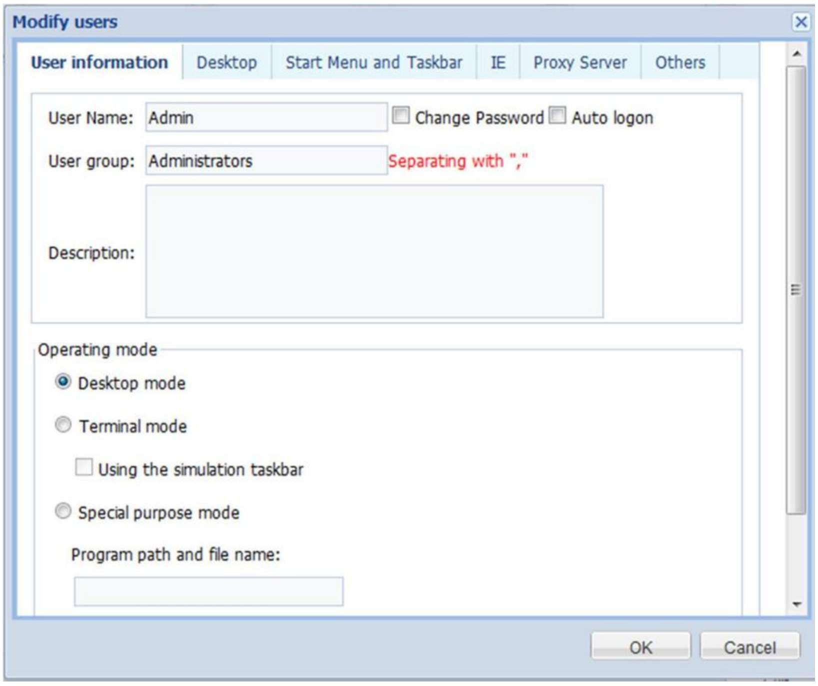
While adding or modifying the user, you can also configure the corresponding system policies for the user.



User Groups/Users

	User Name	User Group	Description
☑	Admin	Administrators	
□	Administrator	Administrators	Built-in account for administering the computer/d
□	Guest	Guests	Built-in account for guest access to the compute
□	User	Users	

For example: Check **"Admin"** and click **"Modify"** button, the following interface will pop up:



Modify users

User Name: Admin □ Change Password □ Auto logon

User group: Administrators Separating with ","

Description:

Operating mode

● Desktop mode

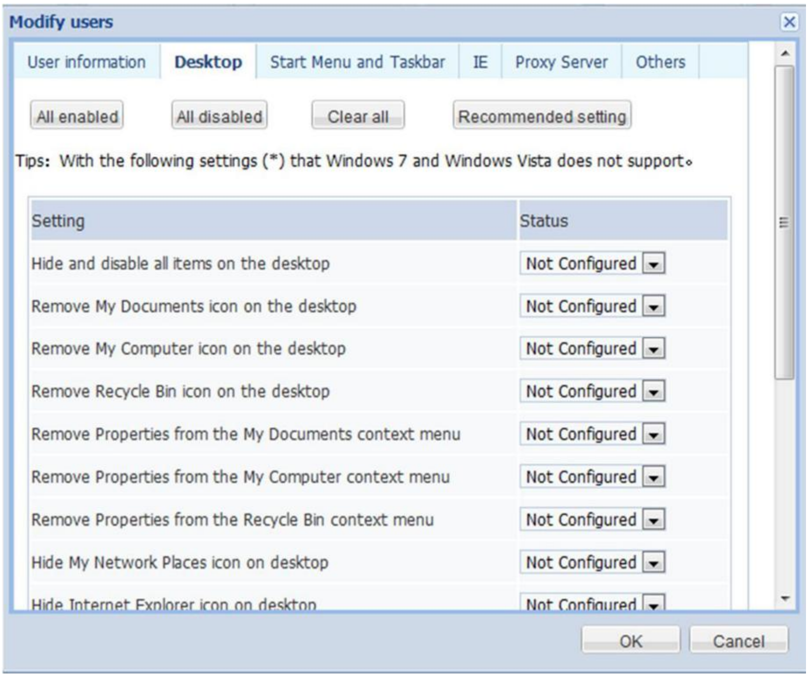
○ Terminal mode

□ Using the simulation taskbar

○ Special purpose mode

Program path and file name:

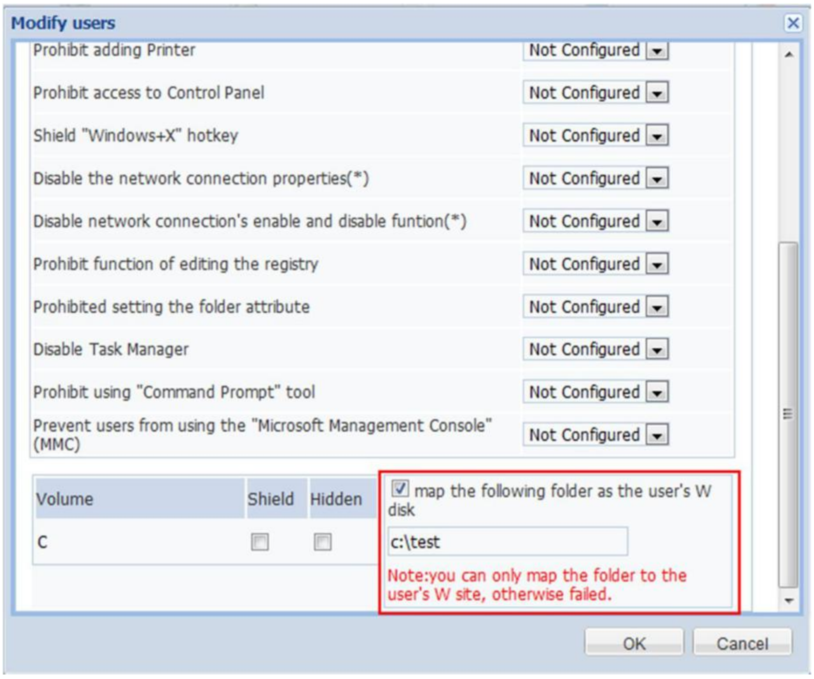
Besides general parameters of the user, you can also configure the **"Desktop"** policy, **"IE"** policy and **"Others"** policy for the selected user.



Tips: With the following settings (*) that Windows 7 and Windows Vista does not support。

Setting	Status
Hide and disable all items on the desktop	Not Configured
Remove My Documents icon on the desktop	Not Configured
Remove My Computer icon on the desktop	Not Configured
Remove Recycle Bin icon on the desktop	Not Configured
Remove Properties from the My Documents context menu	Not Configured
Remove Properties from the My Computer context menu	Not Configured
Remove Properties from the Recycle Bin context menu	Not Configured
Hide My Network Places icon on desktop	Not Configured
Hide Internet Explorer icon on desktop	Not Configured

As shown below, on the **"Others"** configuration interface, map a folder as a system drive. Since there is no need to hide or shield such a disk from the user, the mapped disk won't be shown in the list as a system drive.



Prohibit adding Printer	Not Configured
Prohibit access to Control Panel	Not Configured
Shield "Windows+X" hotkey	Not Configured
Disable the network connection properties(*)	Not Configured
Disable network connection's enable and disable funtion(*)	Not Configured
Prohibit function of editing the registry	Not Configured
Prohibited setting the folder attribute	Not Configured
Disable Task Manager	Not Configured
Prohibit using "Command Prompt" tool	Not Configured
Prevent users from using the "Microsoft Management Console" (MMC)	Not Configured

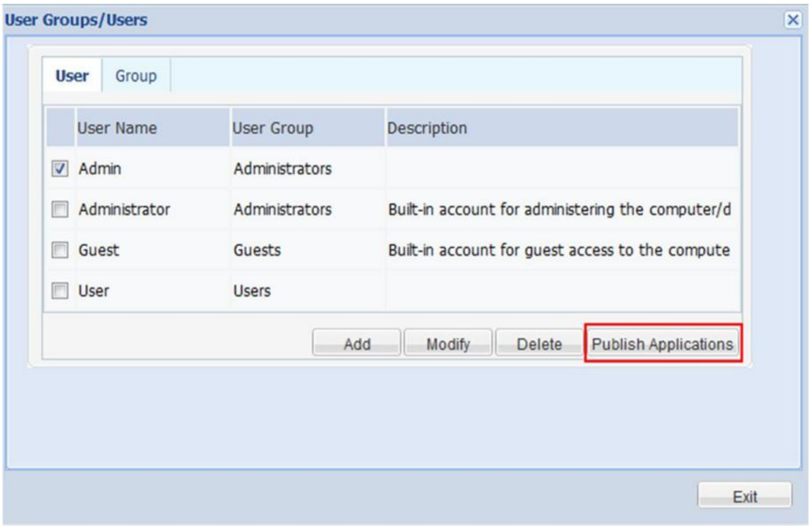
Volume	Shield	Hidden
C	□	□

☑ map the following folder as the user's W disk

c:\test

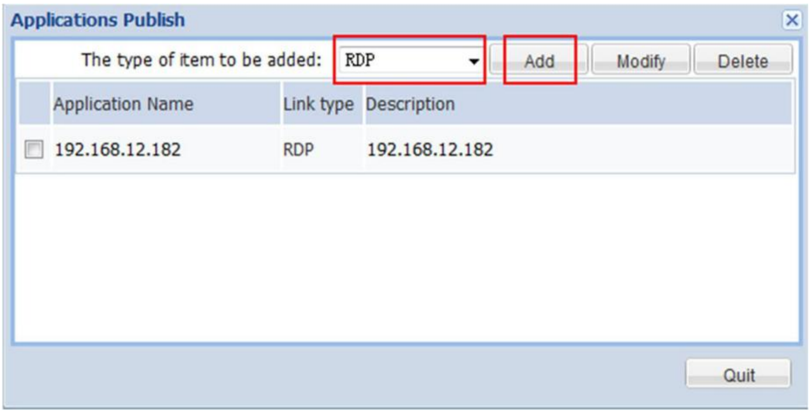
Note:you can only map the folder to the user's W site, otherwise failed.

Meanwhile, you can also add commonly used shortcuts to the desktop of the specified user. Select the user from the user list and click **"Publish Applications"**.



	User Name	User Group	Description
☑	Admin	Administrators	
□	Administrator	Administrators	Built-in account for administering the computer/d
□	Guest	Guests	Built-in account for guest access to the compute
□	User	Users	

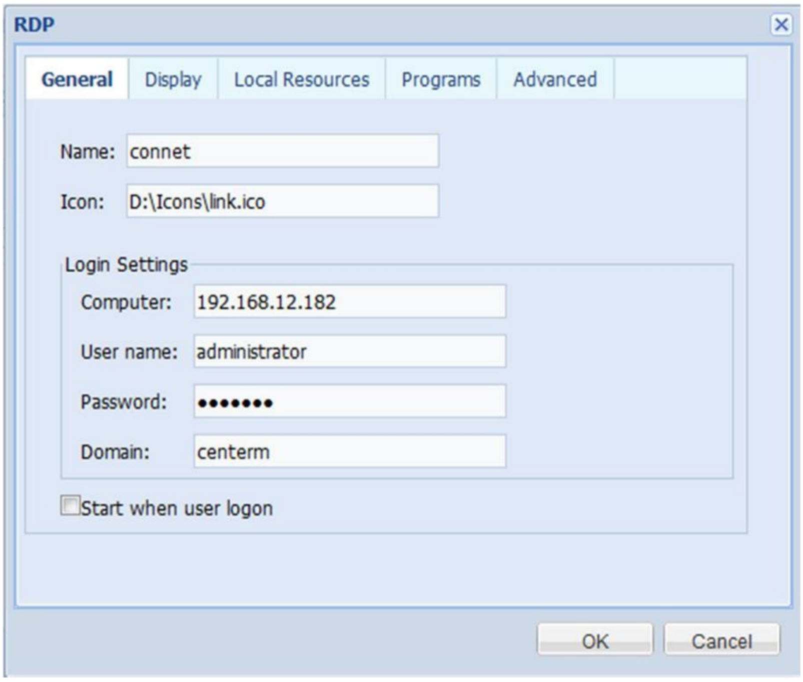
As shown below, select the link type in the pop-up dialog box.



The type of item to be added: RDP

	Application Name	Link type	Description
□	192.168.12.182	RDP	192.168.12.182

For example, to add a RDP connection, type the connection name, directory of the icon displayed and Login Settings. As for the icon, you only need to enter the path of icon on the client, or else the default icon will be used.



Name: connet

Icon: D:\Icons\link.ico

Login Settings

Computer: 192.168.12.182

User name: administrator

Password: •••••••

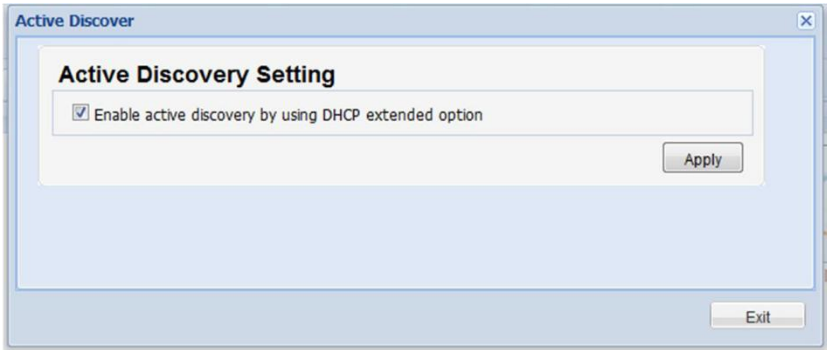
Domain: centerm

□Start when user logon

After clicking **"OK"**, the shortcut of connection will be displayed on the desktop of corresponding user (desktop contents have been hidden on the special desktop for Huawei), as shown below:

Active Discovery

By default, Active Discovery is enabled on the client. You can select to enable or disable active discovery and click **"Apply"** to take effect.



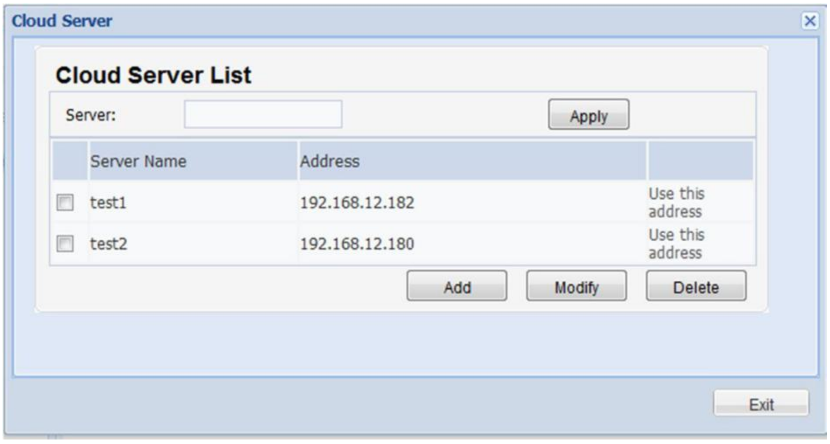
Active Discover

Active Discovery Setting

☑ Enable active discovery by using DHCP extended option

Cloud Server

The Cloud Server List on the remote management client.



Cloud Server

Cloud Server List

Server:

	Server Name	Address	
□	test1	192.168.12.182	Use this address
□	test2	192.168.12.180	Use this address

Edit Cloud Server List

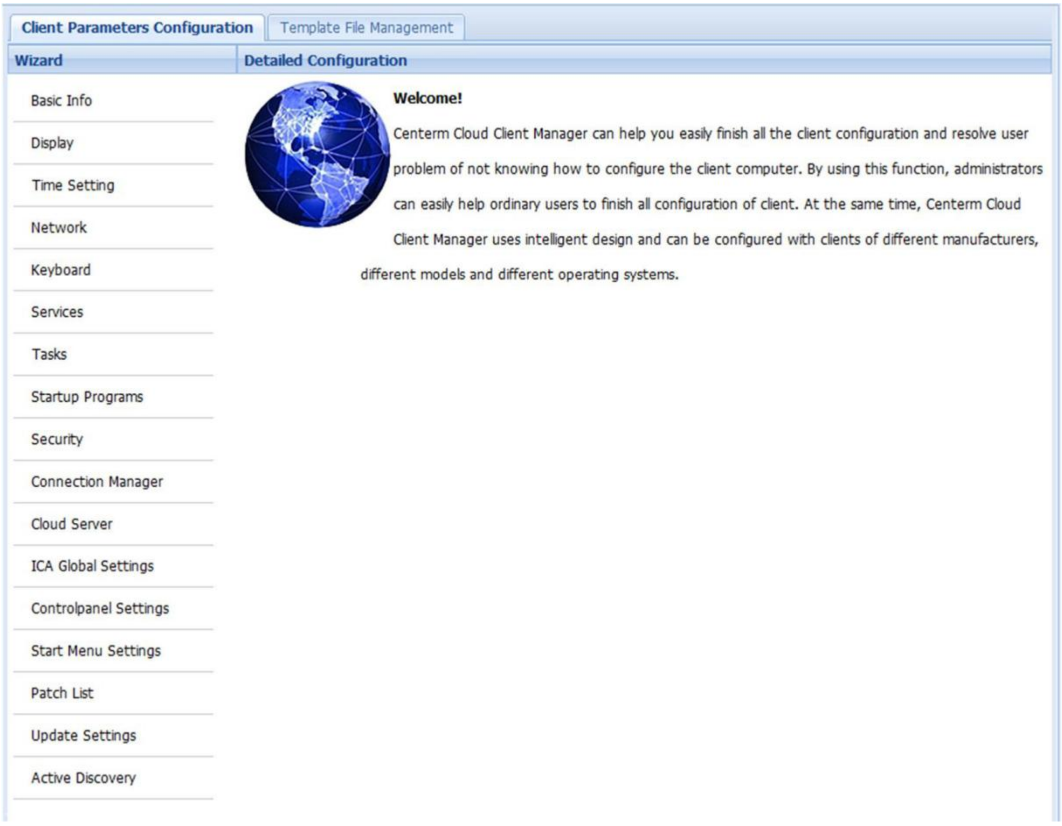
Click the corresponding button to add, modify or delete cloud server entries.

Set address

Select the address to be set and click **"Use this address"** on the right side, and then click **"Apply"** button.

5.1.2 Configuration of Linux client parameters

Click **"General > Agent Config"** to enter the client configuration interface. In the **"Client Group"** pane, click the Linux client to open the configuration interface.



Welcome!

Centerm Cloud Client Manager can help you easily finish all the client configuration and resolve user problem of not knowing how to configure the client computer. By using this function, administrators can easily help ordinary users to finish all configuration of client. At the same time, Centerm Cloud Client Manager uses intelligent design and can be configured with clients of different manufacturers, different models and different operating systems.

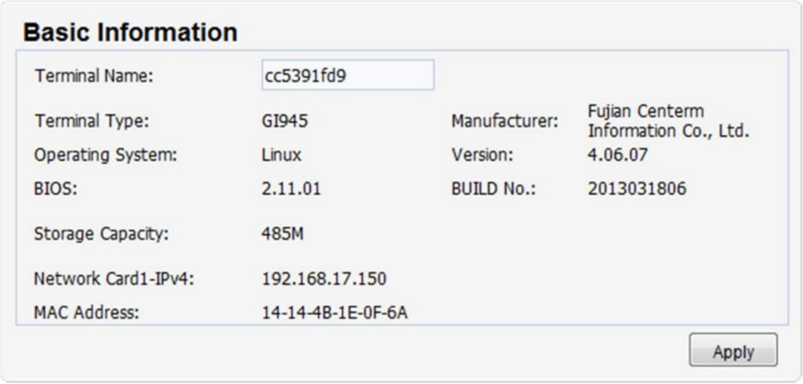
Note:

As the terminal version, this shows the functions and contents of screen will be slightly different.

Basic Info

Basic Information includes: Terminal Name, Terminal Type, Manufacturer, Operating System, Version, BIOS version number, BUILD No., Storage Capacity, IPv4 address and MAC address.

Only **"Terminal Name"** can be edited. Click **"Apply"** after editing and the configuration will take effect upon the reboot of client.



Basic Information

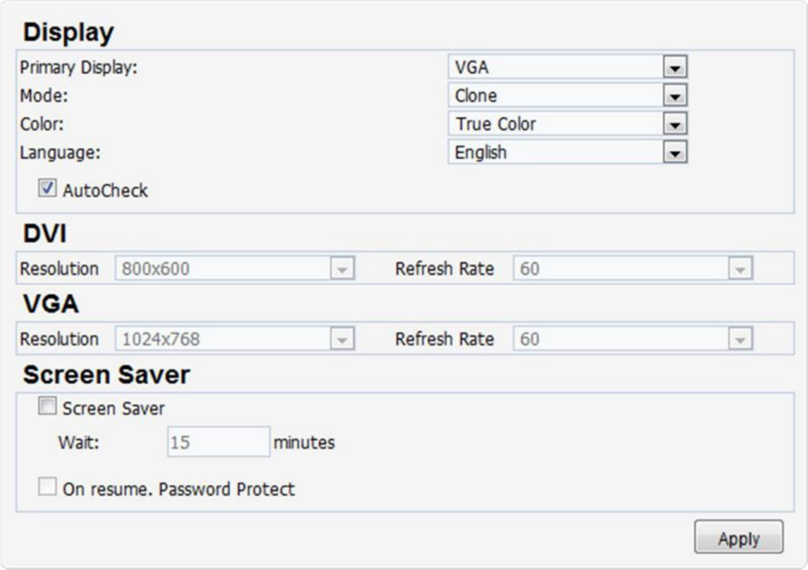
Terminal Name:	cc5391fd9		
Terminal Type:	GI945	Manufacturer:	Fujian Centerm Information Co., Ltd.
Operating System:	Linux	Version:	4.06.07
BIOS:	2.11.01	BUILD No.:	2013031806
Storage Capacity:	485M		
Network Card1-IPv4:	192.168.17.150		
MAC Address:	14-14-4B-1E-0F-6A		

Display

Including such basic information as Resolution, Color, Language, Refresh Rate, etc.

User can configure these settings according to actual needs. Select the corresponding value from the drop-down list and then click the bottom-right **"Apply"** button to complete configuration.

The configuration will take effect upon the reboot of client.



Display

Primary Display: VGA

Mode: Clone

Color: True Color

Language: English

☑ AutoCheck

DVI

Resolution 800x600 Refresh Rate 60

VGA

Resolution 1024x768 Refresh Rate 60

Screen Saver

□ Screen Saver

Wait: 15 minutes

□ On resume. Password Protect

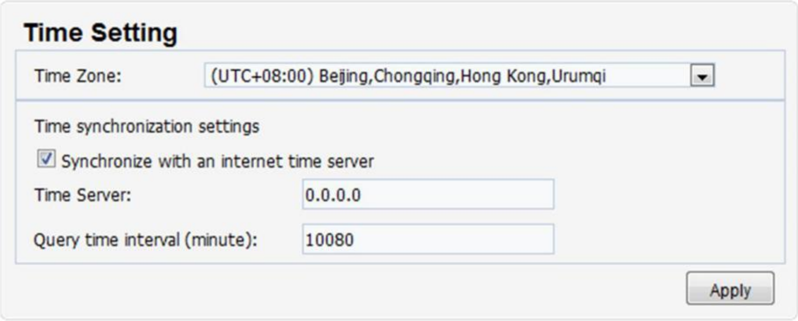
If the user needs to apply Screen Saver, the user must check **"Screen Saver"** first before configuring the remaining settings.

The user can configure when the client will enter screen save mode, and whether or not to apply password protection. If password protection is enabled, the user must enter the correct password in order to quit screen saver mode and access desktop.

Click **"Apply"** to complete configuration, which will take effect upon the reboot of client.

Time Setting

The user may modify the settings according to actual needs. After modification, click **"Apply"** button to take effect.



Time Setting

Time Zone: (UTC+08:00) Beijing,Chongqing,Hong Kong,Urumqi

Time synchronization settings

☑ Synchronize with an internet time server

Time Server: 0.0.0.0

Query time interval (minute): 10080

⌘ Time Zone: select the appropriate time zone from the drop-down list.

⌘ You can select whether or not to enable time synchronization. After enabling time synchronization, you can configure the IP address of time server.

Network

On this panel, the user can see detailed configuration information about the Linux client, including: IP address of network adapter, routing, DNS, etc.

Network configuration

"Network" provides two ways for configuring the client, namely:

⌘ Manually enter the IP address. The user shall know the IP address, subnet mask and default gateway, which are all required. ⌘ Using DHCP service. To use DHCP, the user must check "**DHCP**" and the system will then assign an IP address to the client.

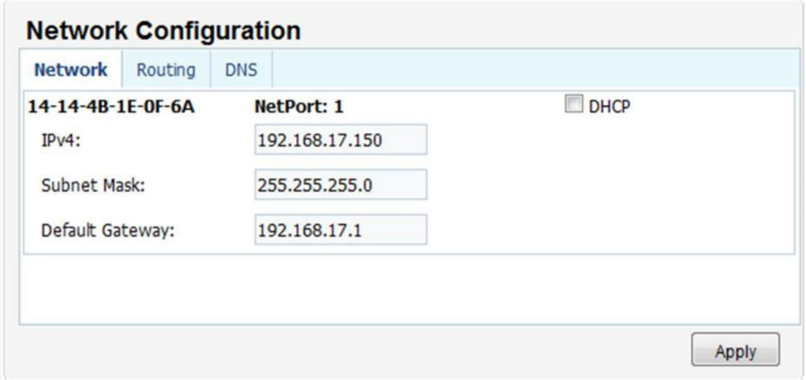
After modification, click **"Apply"** to complete the configuration of **"Network"**.

Note:

⌘ You must uncheck "**DHCP**" first in order to manually enter the IP configuration information.

⌘ The format of "**IPv4**" and "**Default Gateway**" is DDD:DDD:DDD:DDD. The first DDD shall fall within the range of 1-223, the last DDD shall fall within the range of 1-254, and the other two DDDs shall fall within 0-255.

⌘ The format of "**Subnet Mask**" is DDD:DDD:DDD:DDD, which shall all fall within the range of 0-255. After the Subnet Mask is converted to binary, make sure the first DDD are all "1" and the last DDD are all "0" (i.e., 255.255.0.0).



14-14-4B-1E-0F-6A NetPort: 1 □ DHCP

IPv4: 192.168.17.150

Subnet Mask: 255.255.255.0

Default Gateway: 192.168.17.1

Routing configuration

Click the **"Routing"** tab on the panel, where the user can view the current routing configuration information and add, delete or edit route.

During the configuration, please pay attention to the format of **"Target"** and **"Gateway"**. At the same time, the user also needs to configure the subnet mask and other options of the network adapter.

⌘ Add route: If the user needs to add a route, click "**Add**" button to add a routing table and then edit the routing table. ⌘ Delete route: If the user needs to delete a route, select the route(s) to be deleted and then click "**Delete**" button.

⌘ Edit route: If the user needs to edit the routing table, edit directly in the routing table.

After editing, click the bottom-right **"Apply"** button to complete the configuration of routing table.

DNS configuration

In DNS configuration, the user can manually enter the IP address of DNS sever or select **"Obtain DNS server address automatically"**.

Caution:

Changing network configuration will cause the client to reinitialize network connection.

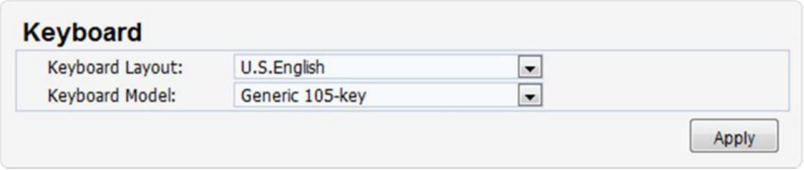
⌘ During manual input, pay attention to the format of DNS server address.

⌘ The user cannot type IP address in the edit box if "**Obtain DNS server address automatically**" has been selected.

After editing, click the bottom-right **"Apply"** button to complete the configuration of DNS.

Keyboard

"Keyboard" allows you to configure keyboard settings for the client, including Keyboard Layout and Keyboard Model.



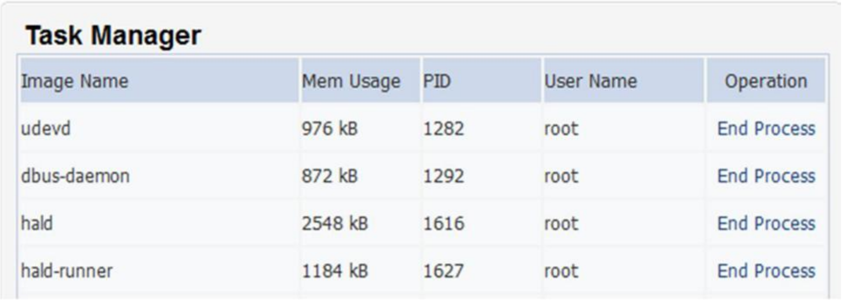
Keyboard

Keyboard Layout: U.S.English

Keyboard Model: Generic 105-key

Task Manager

"Task Manager" allows the user to end certain tasks on the client by clicking **"End Process"** behind the corresponding task. At the same time, the user can also view the performance of client beneath the panel, including: CPU Usage, Mem Usage, Physical Memory, etc.



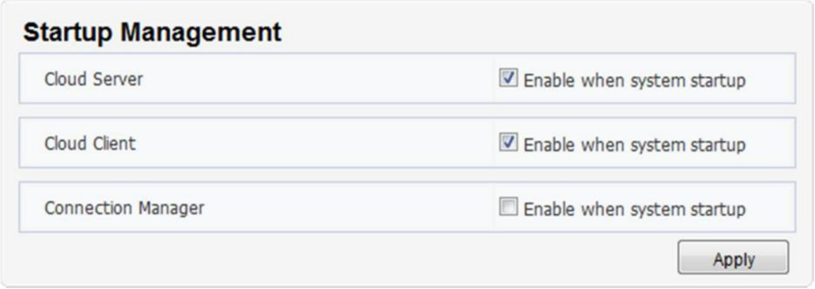
Task Manager

Image Name	Mem Usage	PID	User Name	Operation
udevd	976 kB	1282	root	End Process
dbus-daemon	872 kB	1292	root	End Process
hald	2548 kB	1616	root	End Process
hald-runner	1184 kB	1627	root	End Process

Startup Management

In **"Startup Management"**, the user can configure whether or not to enable **"Connection Manager"** and **"Keypad"** at system startup.

To enable the above two features at startup, the user only needs to check the corresponding items and click **"Apply"** button to complete the configuration of **"Startup Management"**.



Startup Management

Cloud Server ☑ Enable when system startup

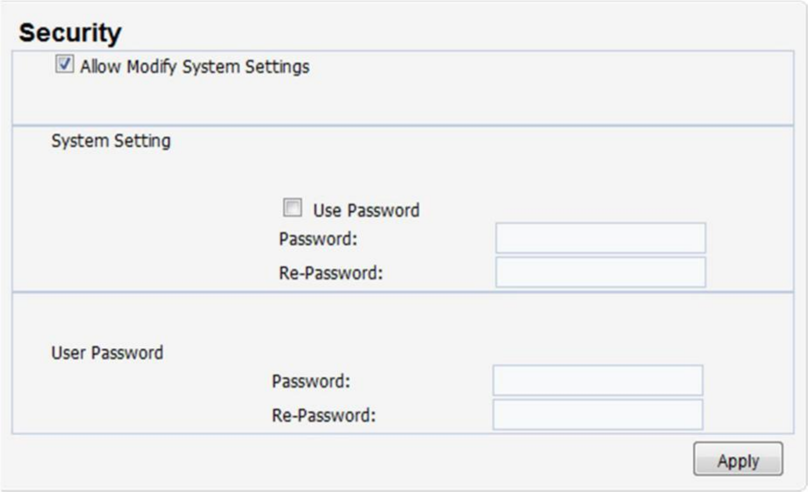
Cloud Client ☑ Enable when system startup

Connection Manager □ Enable when system startup

Security

In the **"Security"** dialog box, the user can configure the password needed to allow modifying system settings.

Check the item(s) to be configured and then enter the desired password in the edit box, and then click **"Apply"** button to complete the configuration.



Security

☑ Allow Modify System Settings

System Setting

□ Use Password

Password:

Re-Password:

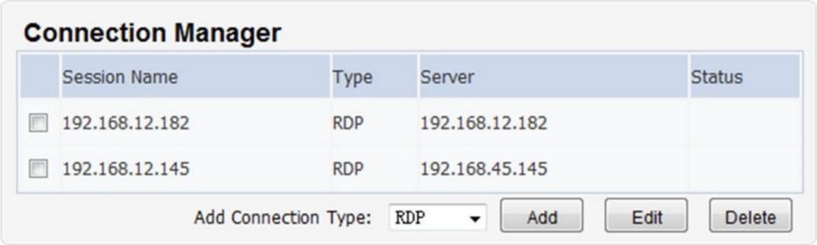
User Password

Password:

Re-Password:

Connector manager

In **"Connection Manager"**, the user can add such connection types as RDP, ICA, TELNET, XDMCP, etc, and is capable of configuring the varied attributes for the added connections and deleting connections.



Connection Manager

	Session Name	Type	Server	Status
□	192.168.12.182	RDP	192.168.12.182	
□	192.168.12.145	RDP	192.168.45.145	

Add Connection Type: RDP

Add connection

Click **"Connection Manager"**. Select the connection type to be added from the drop-down list on the **"Connection Manager"** panel and click **"Add"** to open the connection configuration interface.

The user can then configure the connection to be added according to the contents on the configuration interface.

Note:

The client can add up to 10 connections.

Edit connection

Click **"Connection Manager"**. Check the connection to be edited on the **"Connection Manager"** panel and click **"Edit"** to open the connection editing interface.

Caution:

Only one connection can be edited at a time.

Delete connection

Click **"Connection Manager"**. Check the connection(s) to be deleted on the **"Connection Manager"** panel and click **"Delete"** to delete the selected connection(s). You can delete multiple connections at a time.

In **"Connection Settings"**, the user can select the connection type:

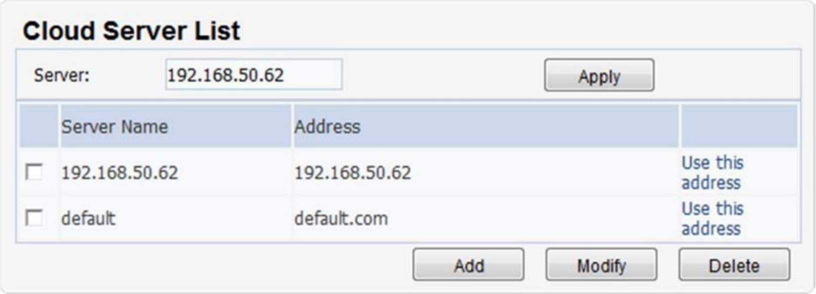
⌘ RDP connection manager

⌘ ICA connection manager

- XDMCP connection manager

Cloud Server

In this module, the user can add the cloud server for the client as needed.



Cloud Server List

Server: 192.168.50.62

	Server Name	Address	
☐	192.168.50.62	192.168.50.62	Use this address
☐	default	default.com	Use this address

Edit Cloud Server List

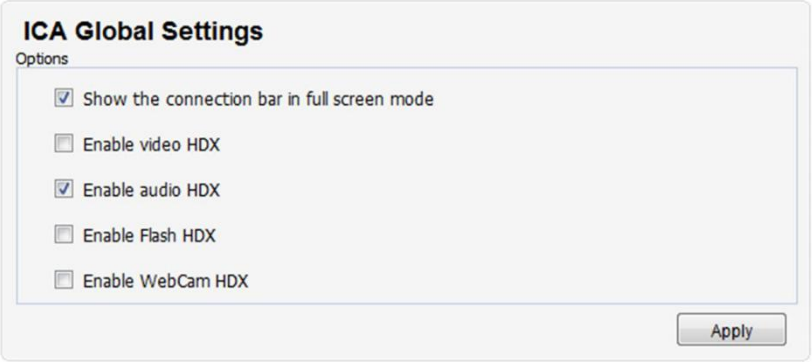
Click the corresponding button to add, modify or delete cloud server entries.

Set address

Select the address to be set and click **"Use this address"** on the right side, and then click **"Apply"** button.

ICA Global Settings

Configure ICA global parameters.



ICA Global Settings

Options

☑ Show the connection bar in full screen mode

☐ Enable video HDX

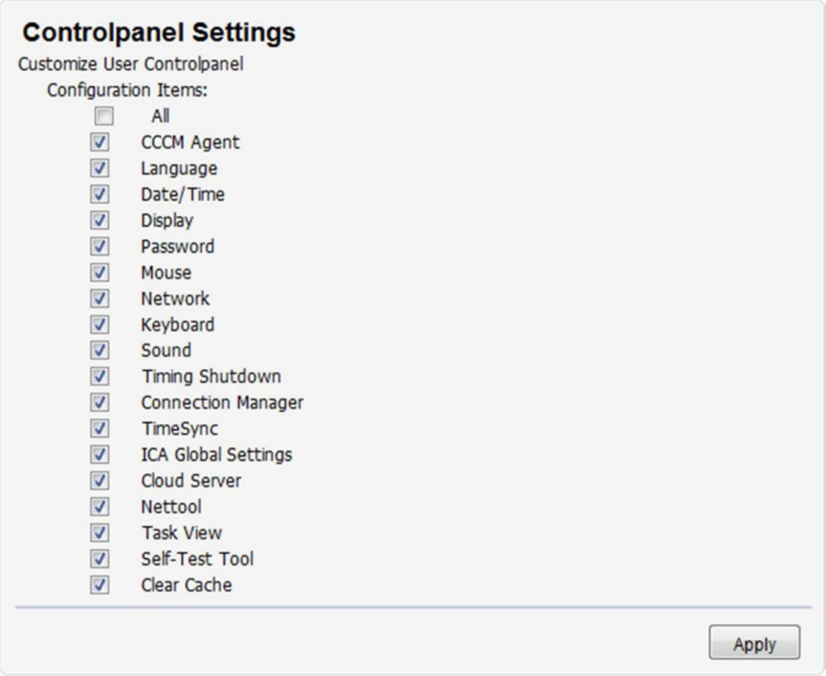
☑ Enable audio HDX

☐ Enable Flash HDX

☐ Enable WebCam HDX

Control Panel Settings

This module allows the user to configure those configurable items on the control panel of Linux client.



Controlpanel Settings

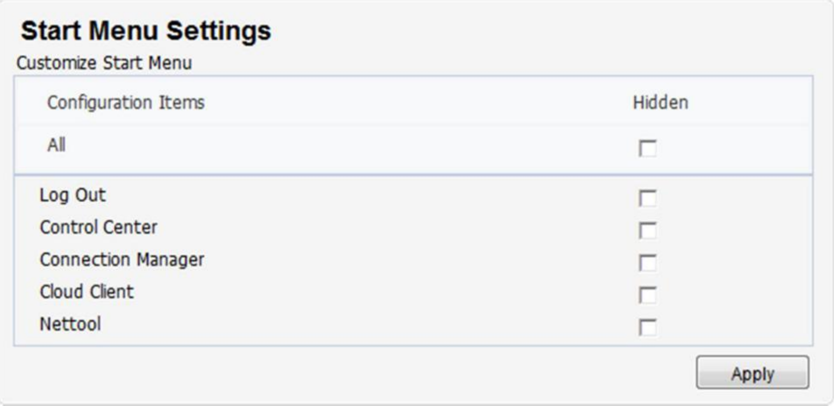
Customize User Controlpanel

Configuration Items:

- □ All
- ☑ CCCM Agent
- ☑ Language
- ☑ Date/Time
- ☑ Display
- ☑ Password
- ☑ Mouse
- ☑ Network
- ☑ Keyboard
- ☑ Sound
- ☑ Timing Shutdown
- ☑ Connection Manager
- ☑ TimeSync
- ☑ ICA Global Settings
- ☑ Cloud Server
- ☑ Nettool
- ☑ Task View
- ☑ Self-Test Tool
- ☑ Clear Cache

Start Menu

This module allows the user to hide Start Menu items. Check the checkbox on the right side of the item to be hidden and click **"Apply"** button.



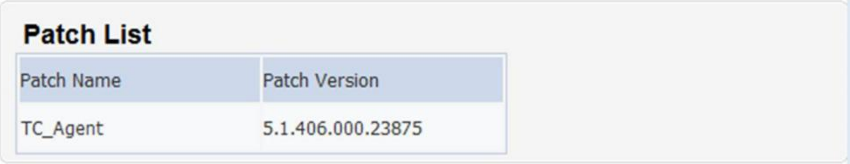
Start Menu Settings

Customize Start Menu

Configuration Items	Hidden
All	□
Log Out	□
Control Center	□
Connection Manager	□
Cloud Client	□
Nettool	□

Patch List

If upgrade patches have been installed on the selected client, you will see detailed information on this page.



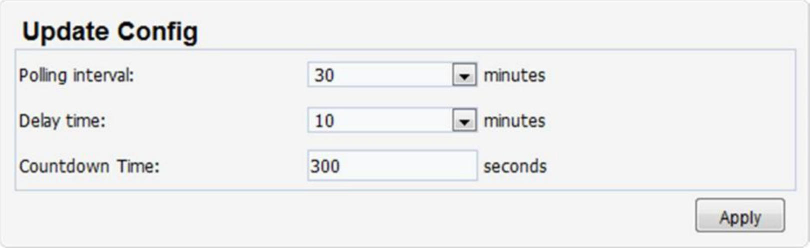
Patch List

Patch Name	Patch Version
TC_Agent	5.1.406.000.23875

Update Settings

"Update Settings" allows you to configure the time to update clients, including:

- Polling interval: During client upgrade, if the client is shut down abnormally, it will query whether there is an upgrade command after the first polling interval.
- Delay time: the next time when the upgrade dialog box will pop up again after it is closed.
- Countdown time: the countdown time after which the upgrade dialog box will be closed automatically when it pops up.



Update Config

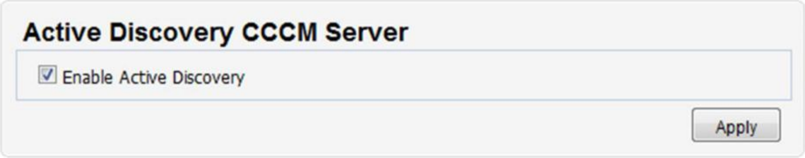
Polling interval: 30 minutes

Delay time: 10 minutes

Countdown Time: 300 seconds

Active Discovery

By default, Active Discovery is enabled on the client. You can select to enable or disable active discovery and click **"Apply"** to take effect.

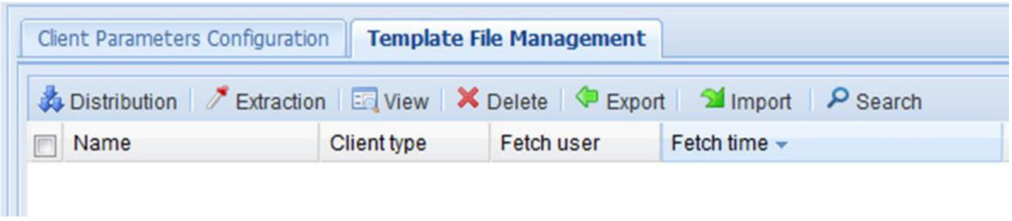


Active Discovery CCCM Server

☑ Enable Active Discovery

5.2 Template File Management

Template file allows you to extract the settings of a specific client and save on the server as a file. You can distribute the template file to multiple clients to synchronize the settings.



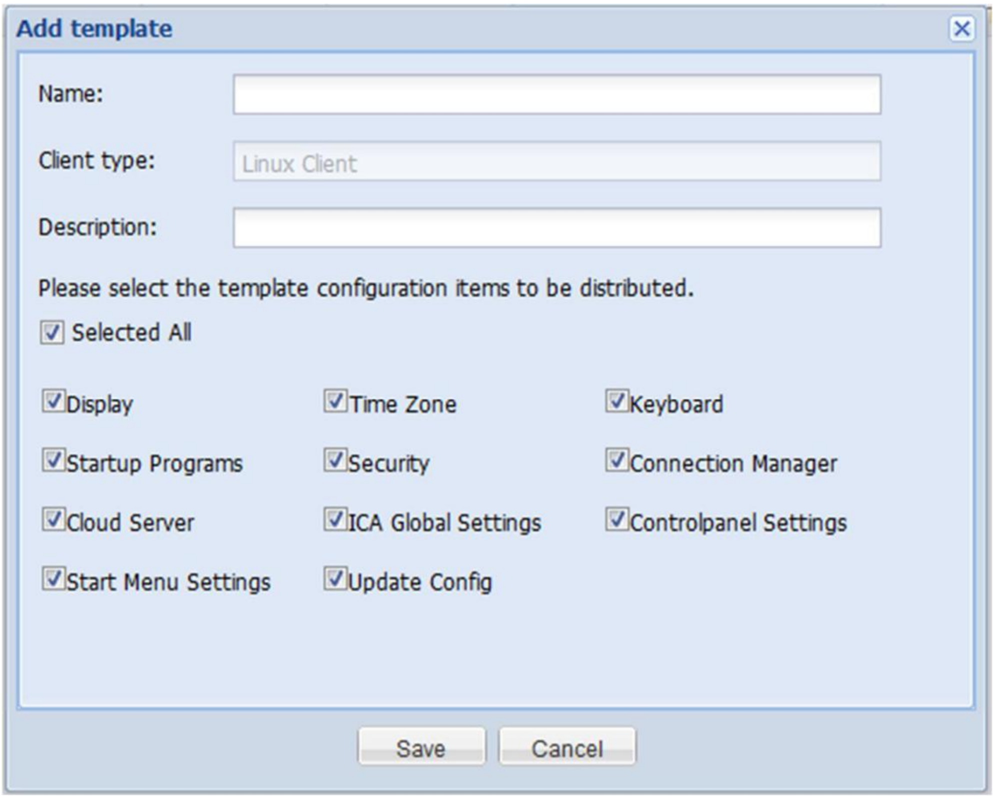
5.2.1 Extraction

To extract a template from client, perform the following steps:

Caution:

- The client to be operated must be online, or else the acquisition will fail.
- The template name must not contain *, |, /, :, ?, <, >, or ".
- The user can select items of the template file according to his/her needs.

1. Select one online client and configure necessary parameters (please refer to "5.1Client Parameters Configuration".
2. Click "**General > Agent Config > Template File Management**".
3. Select the client which was selected in Step 1 and click "**Extraction**" on the "**Template File Management**" panel.
4. Enter template file information, select the items to be extracted and click "**Save**".



Add template

Name:

Client type: Linux Client

Description:

Please select the template configuration items to be distributed.

☑ Selected All

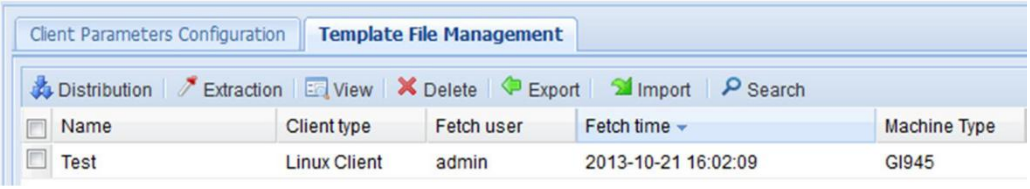
☑ Display ☑ Time Zone ☑ Keyboard

☑ Startup Programs ☑ Security ☑ Connection Manager

☑ Cloud Server ☑ ICA Global Settings ☑ Controlpanel Settings

☑ Start Menu Settings ☑ Update Config

The extracted template file will appear in the list.



□	Name	Client type	Fetch user	Fetch time	Machine Type
□	Test	Linux Client	admin	2013-10-21 16:02:09	GI945

5.2.2 Distribution

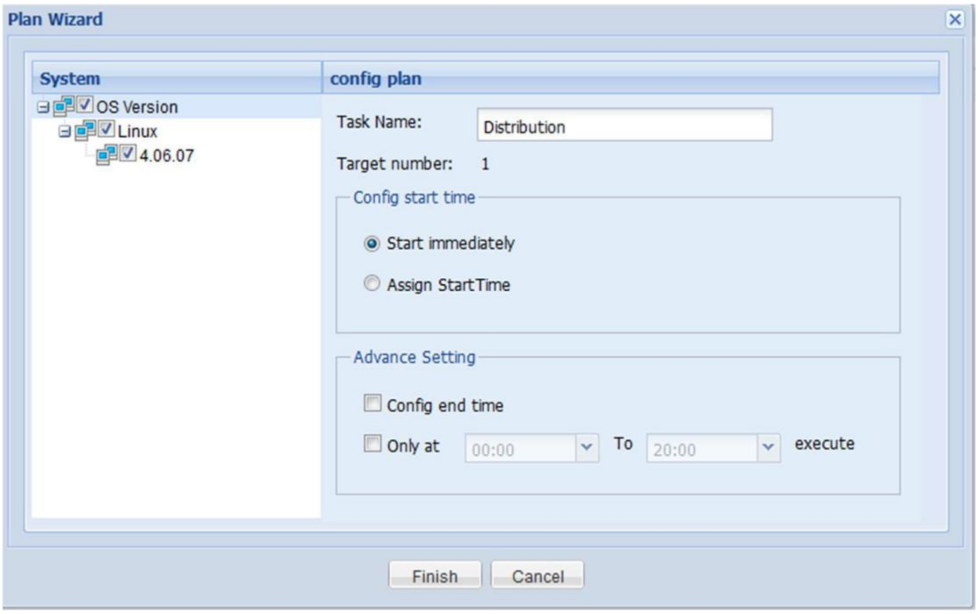
To distribute template file to one or multiple clients, perform the following steps:

1. Click "**General > Agent Config > Template File Management**".
2. Select the template file to be distributed. You can only select one file at a time.
3. In the "**Client Group**" pane, select the client or client group.
4. Click "**Distribution**" button.
5. Select the appropriate OS version on the "**Plan Wizard**" interface, configure the task plan and then click "**Finish**".

Note:

⌘ The user may select one or more clients, or select the group.

⌘ The type of clients to which the template will be applied must be the same as the client type selected by the user.



Task Name: Distribution

Target number: 1

Config start time

● Start immediately

○ Assign StartTime

Advance Setting

□ Config end time

□ Only at 00:00 To 20:00 execute

5.2.3 View

1. Click "**General > Agent Config > Template File Management**" to enter "**Template File Management**" interface.
2. Select the template file to be viewed and click "**View**".
3. Click the displayed configuration items to view detailed configuration information in the template.

5.2.4 Delete

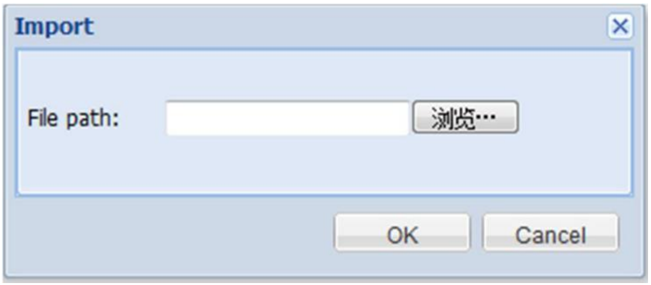
1. Click "**General > Agent Config > Template File Management**" to enter "**Template File Management**" interface.
2. Select the template file to be deleted and click "**Delete**".
3. In the conformation dialog box, click "Yes" to delete the template file.

5.2.5 Export

1. Click "**General > Agent Config > Template File Management" to enter "Template File Management**" interface.
2. Select the template file to be exported and click "**Export**".
3. Save the template file according to browser's Save Wizard.

5.2.6 Import

1. Click "**General > Agent Config > Template File Management" to enter "Template File Management**" interface.
2. Click "**Import**".



File path:

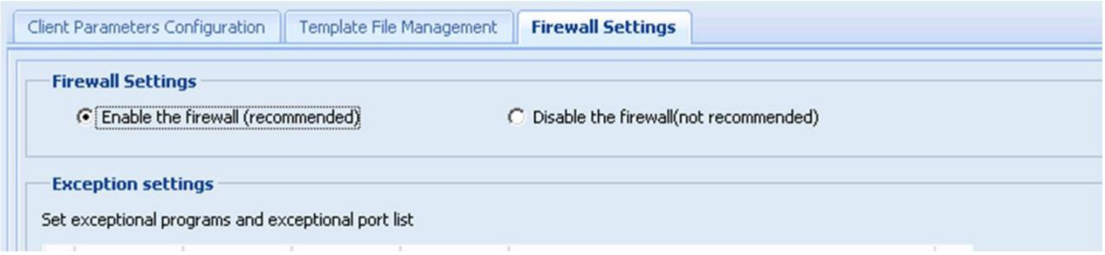
3. Click "**Select File**" to select the template file to be imported.
4. Click "**OK**" to import.

5.3 Firewall Settings

Firewall Settings modular only support windows terminal.

5.3.1 Firewall settings

1. Click "**General** > **Agent Config** > **Firewall Settings**" to enter " **Firewall Settings** " interface 澞
2. Select “ **Enable the firewall (recommended)**” means open firewall、 “ **Disable the firewall(not recommended)**”means close firewall、
3. Chose one or more terminal.
4. click “ **Apply**” to enable or disable firewall.



Firewall Settings

● Enable the firewall (recommended)　○ Disable the firewall(not recommended)

Exception settings

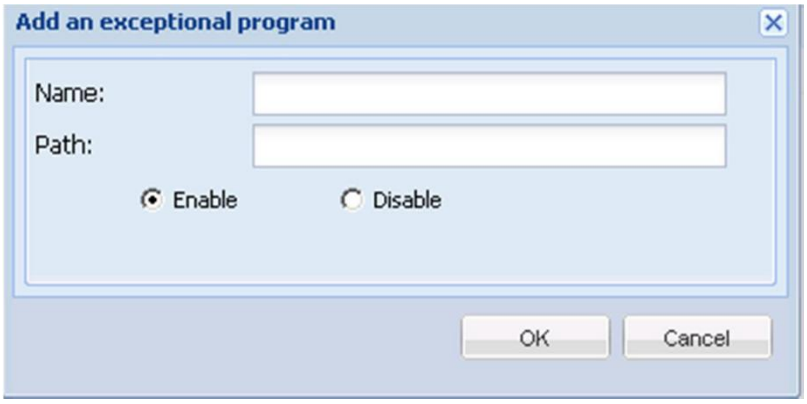
Set exceptional programs and exceptional port list

5.3.2 Exception settings

5.3.2.1 Add Program

1. Click "**General** > **Agent Config** > **Firewall Settings**" to enter " **Firewall Settings** " interface 澞
2. At Exception settings partselect “ **Add Program**Ù、
3. Fill in **Name** and **Path** information、 “ **Enable** “ means run exceptional program、”**Disable**” means don’t allow exceptional program、
4. Click “ **OK**” to confirm add、click “ **Cancle**” to cancle、
5. Select exceptional program which have addedchose one or more terminals、 6.

Click “ **Apply**” to apply.



Add an exceptional program

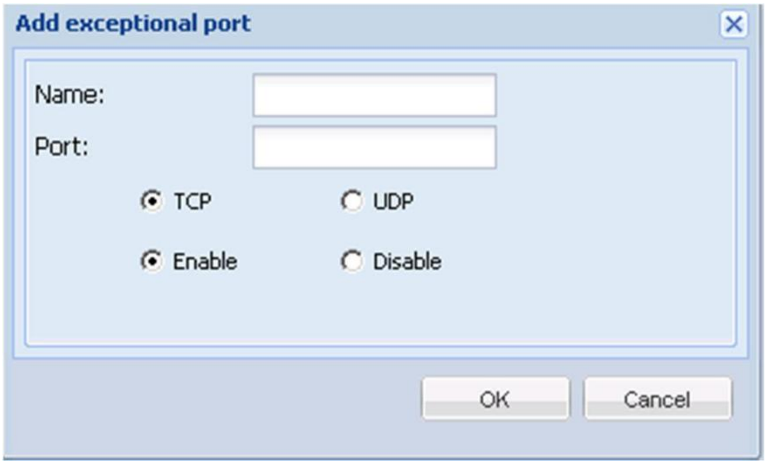
Name:

Path:

● Enable ○ Disable

5.3.2.2 Add Port

1. Click "**General** > **Agent Config** > **Firewall Settings**" to enter " **Firewall Settings** " interface 濾
2. At Exception settings part，chose “ **Add Port**Ù、
3. Fill in **Name** and **Port** information、select “**TCP”** or ”**UDP”;** “ **Enable** “ means open exceptional port、”**Disable**” means close port、
4. Click “ **OK**” to confirm add exceptional port、Click “ **Cancel**” to cancel、5. Select exceptional ports which have added，chose one or more terminals、6. Click “ **Apply**” to apply.



Add exceptional port

Name:

Port:

● TCP ○ UDP

● Enable ○ Disable

5.3.2.3 Edit

1. Select Exception Program or Exception Port which had added，Click “ **Edit**ù、
2. Edit relate information、
3. Click “ **OK**” to confirm edit、Click “ **Cancel**” to cancel edit.

5.3.2.4 Delete

1. Select Exception Program or Exception Port which had added，Click “ **Delete**ù、
2. Then click “ **Yes**” to confirm delete.

6 Remote Assistance

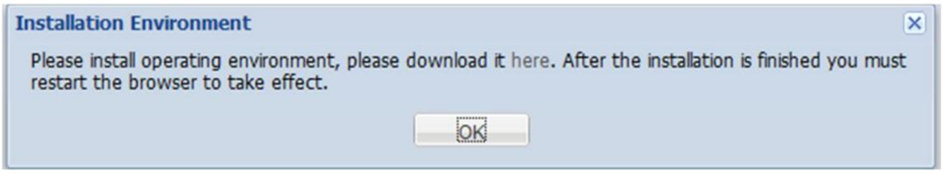
Remote assistance allows remote monitoring and control of clients. You can only monitor one client at a time. The remote desktop of the client will be displayed in 256-color mode, thus ensuring smooth operation under low bandwidth. This may result in color distortion, but the mouse and keyboard operations won't be affected.

Remote Assistance

To use remote assistance, perform the following steps:

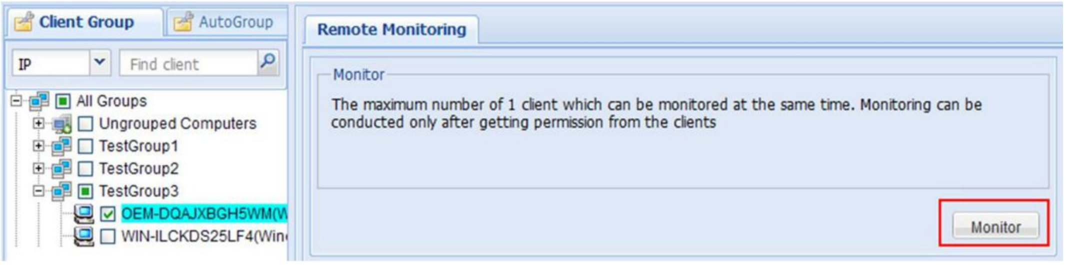
1. On the navigation bar, click "**General > Remote Monitor**" to enter the operation interface.
2. Select the target client in the "**Client Group**" pane and click "**Monitor**".

If Java Runtime Environment (JRE) is not installed or if the JRE version is too low, the browser may give you the following prompt. Please refer to **"27.1Install JRE"**.



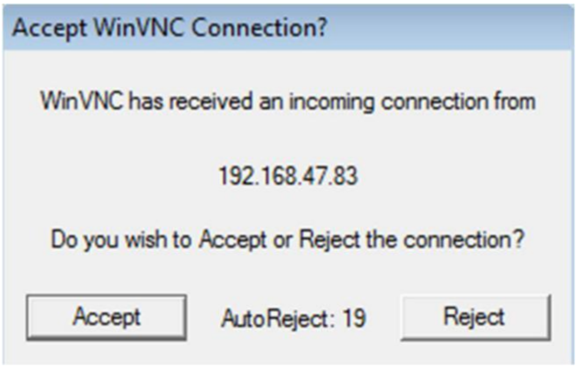
Installation Environment

Please install operating environment, please download it here. After the installation is finished you must restart the browser to take effect.



The maximum number of 1 client which can be monitored at the same time. Monitoring can be conducted only after getting permission from the clients

3. A confirmation dialog box may pop up on the client side (depending on the specific settings of client). Click "**Accept**".



Accept WinVNC Connection?

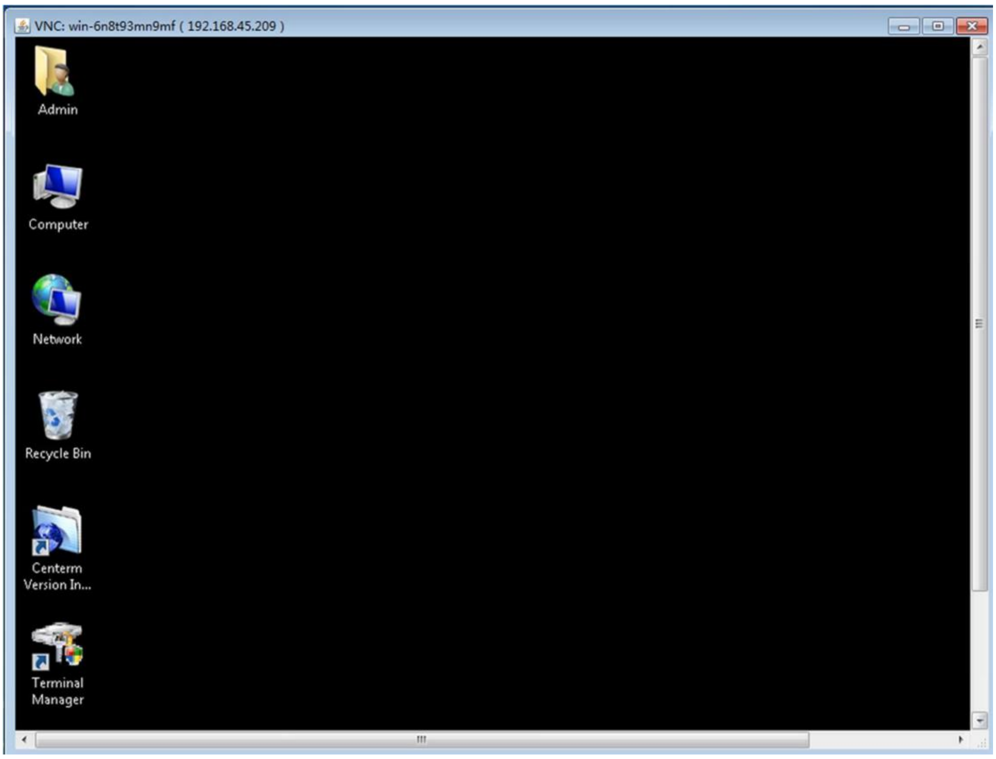
WinVNC has received an incoming connection from

192.168.47.83

Do you wish to Accept or Reject the connection?

AutoReject: 19

4. After the client user has accepted the connection, you will see the remote desktop on the browser page.



7 Power Control

Power Control allows you to shut down, restart or wake up the remote client. The operations supported by the client depend on its hardware platform and operation system. Shutdown and Restart are only applicable to online clients.

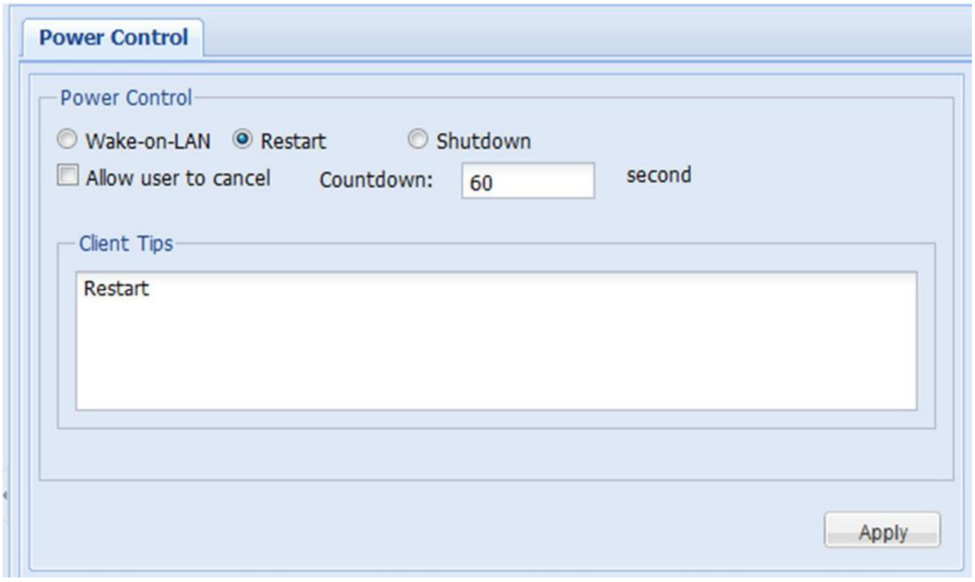
Remote wake-up is subject to the following constraint conditions:

⌘ WOL is supported by the hardware (network adapter) and BIOS of the client.

⌘ The server and the client to woken up must be on the same network segment and in the same VLAN.

⌘ The network devices (such as switch) can transmit WOL command. ⌘ The client cannot be woken up if it is not shut down normally.

Control options



Power Control

○ Wake-on-LAN ● Restart ○ Shutdown

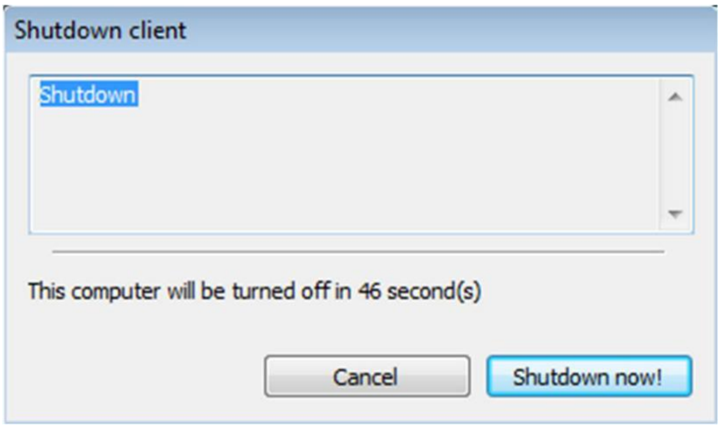
□ Allow user to cancel Countdown: 60 second

Client Tips

Restart

Allow user to cancel

After **"Allow user to cancel"** is checked, a cancel button will appear in the dialog box on the client side, so that the client user can cancel this power control operation.



Shutdown

This computer will be turned off in 46 second(s)

Countdown

Enter the countdown time (default: 30 seconds) after which power control operations can be executed on the client.

Client Tips

The message entered in the input box of "Client Tips" will appear in dialog box on the client side.

Operation Steps

To apply power control on the remote client, perform the following steps:

1. On the navigation bar, click "**General > Power Control"**.
2. In the "**Client Group**" pane, select at least one client or client group.
3. On the **"Power Control**" panel, select the type of power control (Shutdown, Restart, Wake-on-LAN).
4. Set control options and click "**Apply**".

   Note:

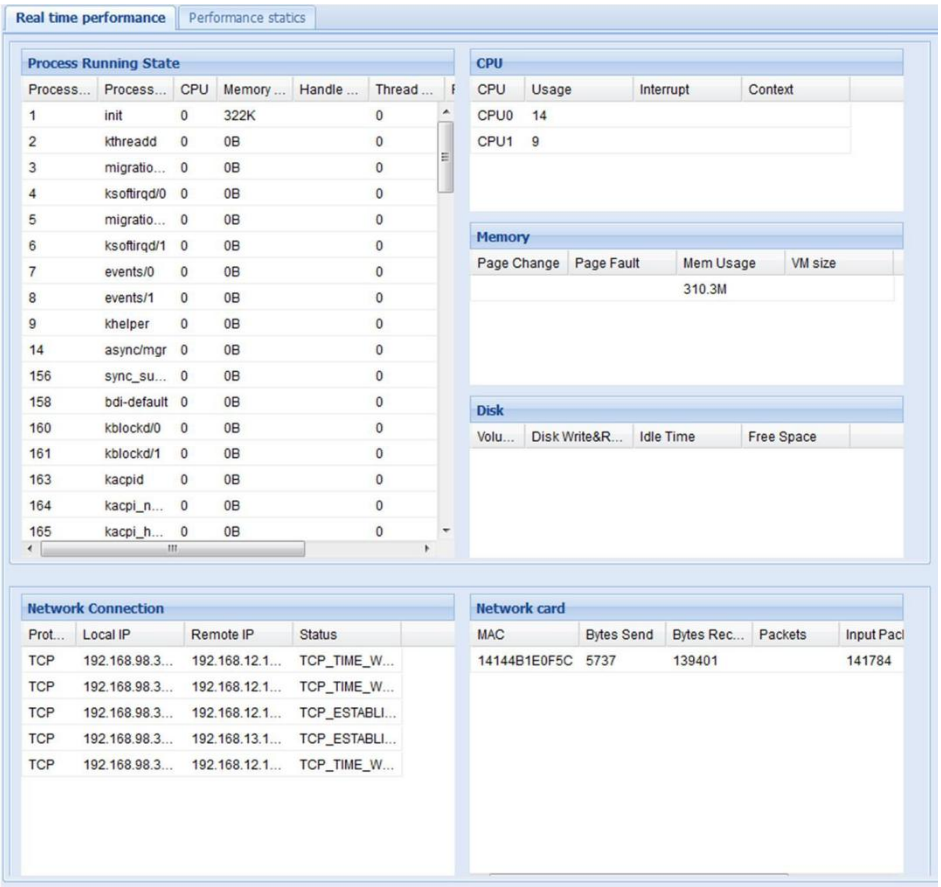
   Do not set any control option if Wake-on-LAN is selected.
5. Select the appropriate OS version of client on the "**Plan Wizard**" interface, configure the task plan and then click "**Finish**".

8 Performance Monitoring

Performance Monitoring is used to showcase the dynamic performance of client. By monitoring these performance items, you can analyze the operating status of the client. Performance Monitoring can also provide statistical reports which enable you to learn about the overall performance of the client. Memory monitoring and disk monitoring are not supported by Linux clients.

8.1 Real Time Performance

Real Time Performance is used to view the current operating status of a single client, including processes, CPU, memory, disk, network connections and network adapter.



Process Running State

Process...	Process...	CPU	Memory ...	Handle ...	Thread ...	F
1	init	0	322K		0	
2	kthreadd	0	0B		0	
3	migratio...	0	0B		0	
4	ksoftirqd/0	0	0B		0	
5	migratio...	0	0B		0	
6	ksoftirqd/1	0	0B		0	
7	events/0	0	0B		0	
8	events/1	0	0B		0	
9	khelper	0	0B		0	
14	async/mgr	0	0B		0	
156	sync_su...	0	0B		0	
158	bdi-default	0	0B		0	
160	kblockd/0	0	0B		0	
161	kblockd/1	0	0B		0	
163	kacpid	0	0B		0	
164	kacpi_n...	0	0B		0	
165	kacpi_h...	0	0B		0	

CPU

CPU	Usage	Interrupt	Context
CPU0	14		
CPU1	9		

Memory

Page Change	Page Fault	Mem Usage	VM size
		310.3M	

Disk

Volu...	Disk Write&R...	Idle Time	Free Space

Network Connection

Prot...	Local IP	Remote IP	Status
TCP	192.168.98.3...	192.168.12.1...	TCP_TIME_W...
TCP	192.168.98.3...	192.168.12.1...	TCP_TIME_W...
TCP	192.168.98.3...	192.168.12.1...	TCP_ESTABLI...
TCP	192.168.98.3...	192.168.13.1...	TCP_ESTABLI...
TCP	192.168.98.3...	192.168.12.1...	TCP_TIME_W...

Network card

MAC	Bytes Send	Bytes Rec...	Packets	Input Pacl
14144B1E0F5C	5737	139401		141784

To view the real-time performance of a specific client, perform the following steps:

1. On the navigation bar, click "**General > Perf Monitor**" to enter the performance monitoring interface.
2. Click the desired client in the "**Client Group**" pane.
3. View the performance data of the client.

8.2 Performance Statistics

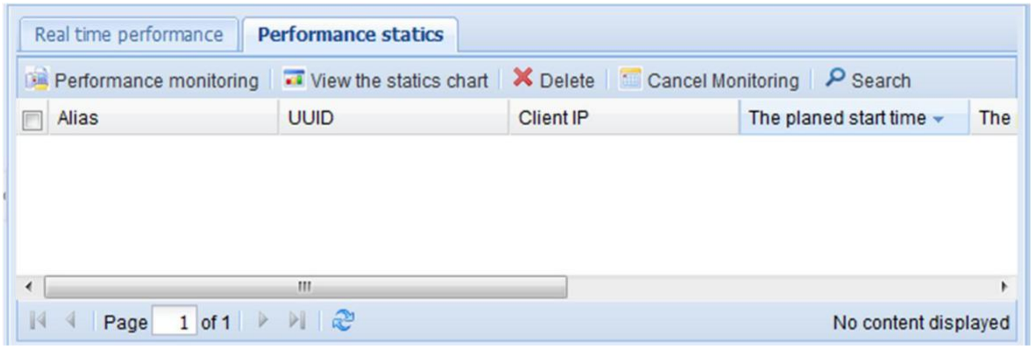
Performance monitoring allows scheduled collection of client's performance information for generating the statistical reports.

To take performance statistics on the client, perform the following steps:

Operation Steps

Create monitoring log

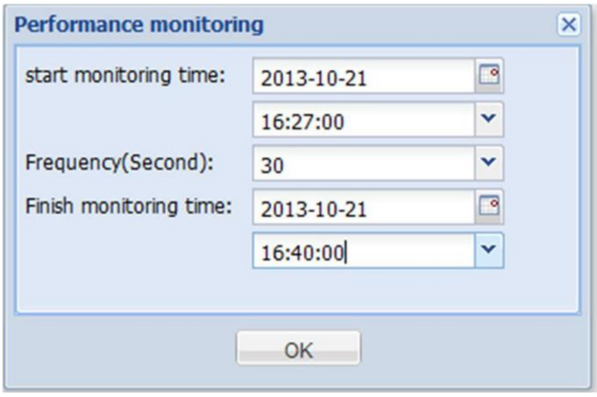
1. On the navigation bar, click "**General > Perf Monitor > Performance statics**" to enter the operation interface.



□ Alias	UUID	Client IP	The planed start time	The

2. In the "**Client Group**" pane, select at least one client or client group and click "**Performance monitoring**" button.

3. Set the "**start monitoring time**", "**Frequency (Second)**" and "**Finish monitoring time**" and then click "**OK**".



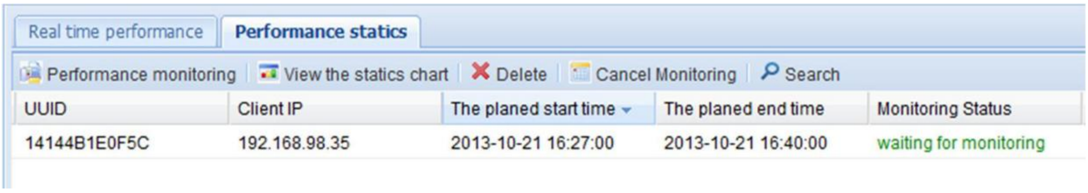
start monitoring time: 2013-10-21 16:27:00

Frequency(Second): 30

Finish monitoring time: 2013-10-21 16:40:00

4. Select the appropriate OS version of client on the "**Plan Wizard**" interface, configure the task plan and then click "**Finish**".

5. View the monitoring task created.

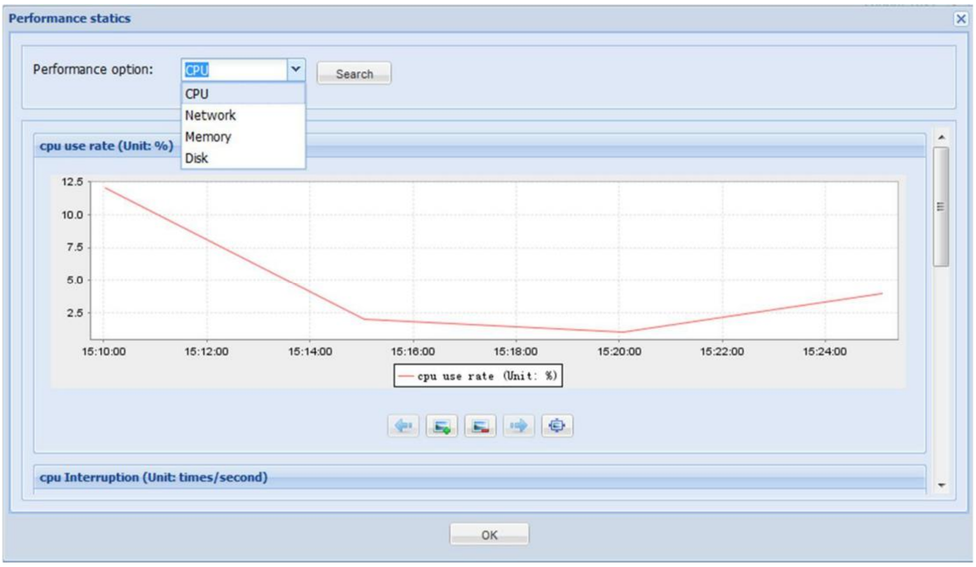


UUID	Client IP	The planed start time	The planed end time	Monitoring Status
14144B1E0F5C	192.168.98.35	2013-10-21 16:27:00	2013-10-21 16:40:00	waiting for monitoring

View statistic data

6. Wait for a while or upon completion of monitoring, select one monitoring log and click "**View the statics chart"**.

7. You can view the statistical graphs of CPU, memory and network.



Stop and delete monitoring log

Select at least one monitoring log and click **"Cancel Monitoring"** to stop monitoring and keep the monitoring log, or click **"Delete"** to stop monitoring and delete the monitoring log.

9 Alarm Manager

You can enable performance alarm on the client the set the appropriate alarm thresholds. When an alarm threshold is reached, the client will send alarm log to the server, and such logs will be saved in the database. Meanwhile, you can also configure global effective time of alarms, alarm level, periodical email notification, etc.

By default, Performance Alarm is disabled, and the global parameters settings apply to all clients. You can configure different alarm thresholds for different clients.

To enable Performance Alarm, perform the following steps:

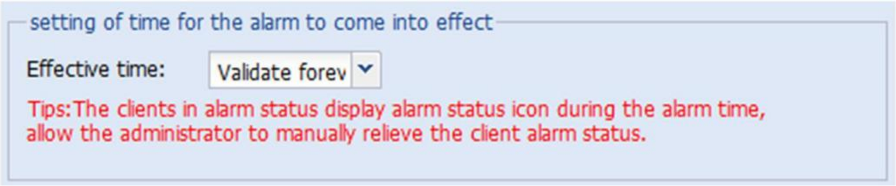
Configure global alarm parameters

Configure the effective time, alarm level and email notification for alarms. If not needed, please jump to Step 6.

1. On the navigation bar, click "**General > Alarm Manager > Alarm global parameters"** to enter the configuration interface.
2. Select the effective time of alarms.

Note:

Effective time is calculated from the last alarm. If no alarm policy is matched within the specified effective time, the alarm will be cleared.



setting of time for the alarm to come into effect

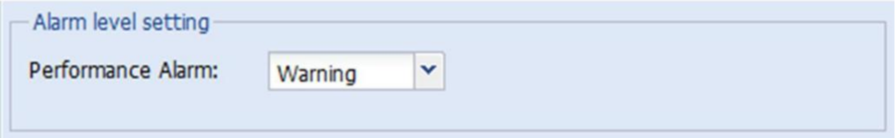
Effective time: Validate forev

Tips:The clients in alarm status display alarm status icon during the alarm time, allow the administrator to manually relieve the client alarm status.

3. Select the alarm level.

Note:

There are three alarm levels: information, Warning and Error (by order of severity).



Alarm level setting

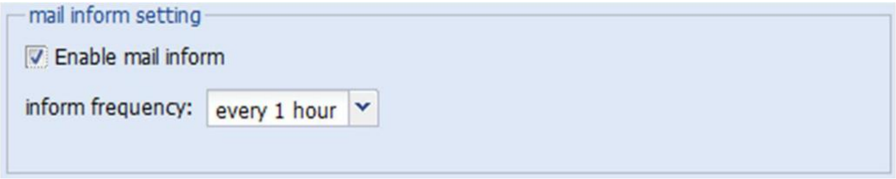
Performance Alarm: Warning

4. Enable mail inform.

(Optional) When there is any alarm message, the server will send an email to the administrator.

Caution:

In "**Common > Global Setting > Global Parameters Setting**", the email server and email account shall be corrected configured, or else the server cannot send any email.



mail inform setting

☑ Enable mail inform

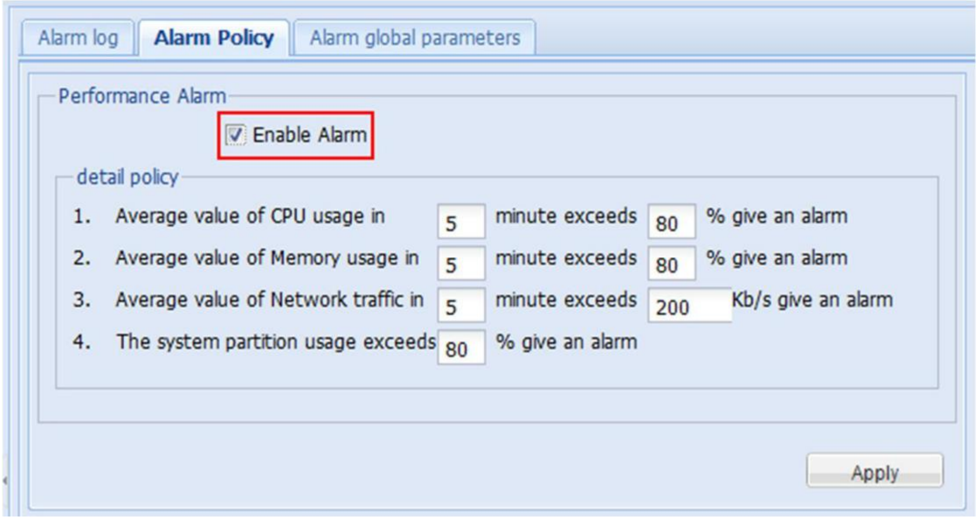
inform frequency: every 1 hour

5. Click "**Apply**" to save and apply the settings.

Configure alarm thresholds

You can configure alarm thresholds for different clients or groups, including memory usage, network traffic, CPU usage and disk partition.

6. On the navigation bar, click "**General > Alarm Manager > Alarm Policy"** or click "**Alarm Policy**" tab directly to enter the configuration interface.



Performance Alarm

☑ Enable Alarm

detail policy

1. Average value of CPU usage in 5 minute exceeds 80 % give an alarm
2. Average value of Memory usage in 5 minute exceeds 80 % give an alarm
3. Average value of Network traffic in 5 minute exceeds 200 Kb/s give an alarm
4. The system partition usage exceeds 80 % give an alarm

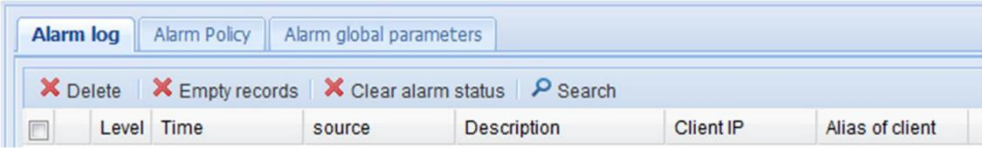
7. Check "**Enable Alarm**" to configure the times and thresholds, and then click "**Apply**".
8. Select the appropriate OS version of client on the "**Plan Wizard**" interface, configure the task plan and then click "**Finish**".

View alarm log

The alarm log will only be generated after a while. You can view alarm logs irregularly.

9. On the navigation bar, click "**General > Alarm Manager > Alarm Log"** or click "**Alarm log**" tab directly to enter the log interface.

You can delete alarm logs or clear the alarm(s) of the client.



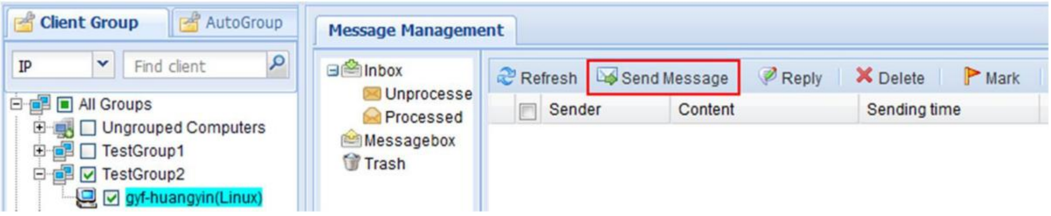
□	Level	Time	source	Description	Client IP	Alias of client

10 Message Manager

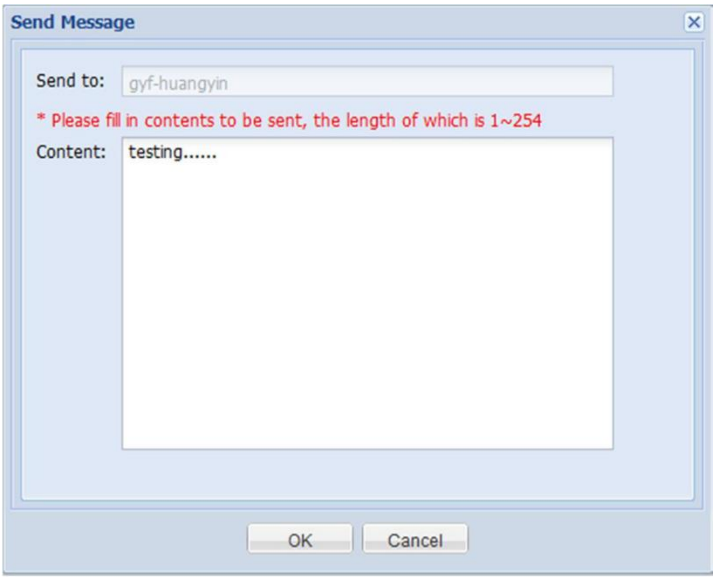
Message Manager offers a real-time messaging tool for the administrator and the client user, allowing convenient communication between system administrator and client user.

10.1 Send Message

1. On the navigation bar, click "**General > Msg Manager**" to enter the message management interface or right-click a client/group in the left pane and select "**Send Message**" from the context menu



2. In the "**Client Group**" pane, select the client or group to send message(s).
3. Click "**Send Message**" button.
4. In the pop-up dialog box, edit the message to be sent and click "**OK**" button.



Send to: gyf-huangyin

* Please fill in contents to be sent, the length of which is 1~254

Content: testing......

5. Select the client(s) on the "**Plan Wizard**" interface, configure the task plan or keep default settings and then click "**Finish**".

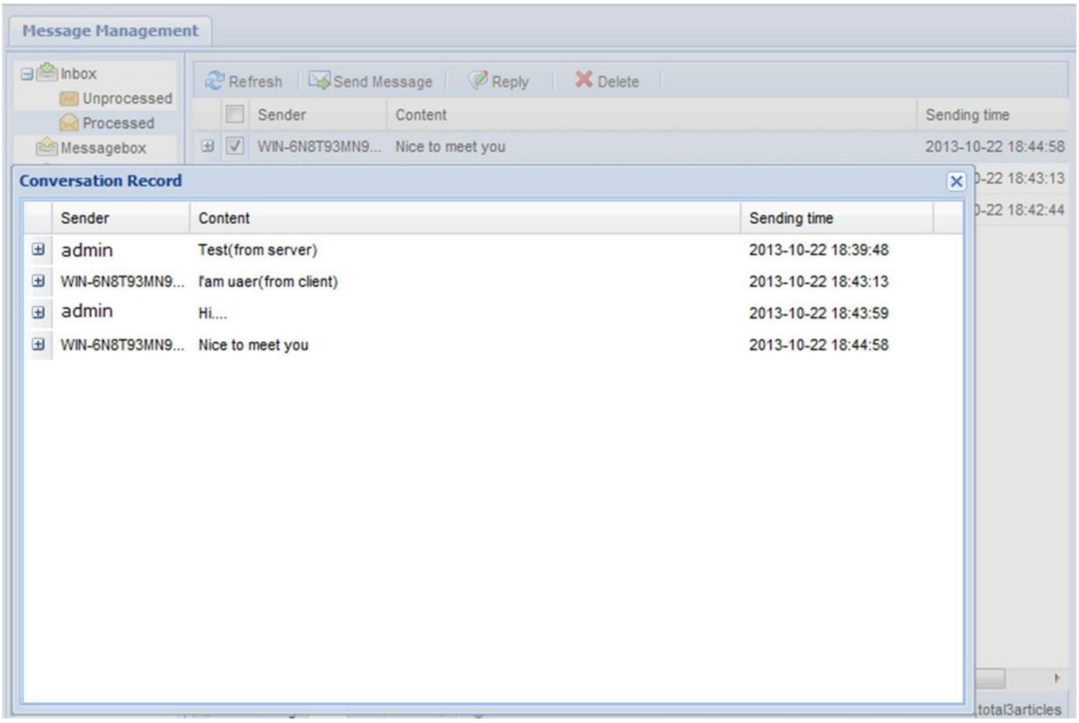
10.2 Inbox Management

In the **"Inbox"**, the user can refresh, view, reply and delete **"Processed"** and **"Unprocessed"** messages.

On the navigation bar, click **"General > Msg Manager"** to enter the message management interface.

View conversation record

Double-click a message to view the record of conversations with a client user.



Conversation Record

Sender	Content	Sending time
admin	Test(from server)	2013-10-22 18:39:48
WIN-6N8T93MN9...	I'am uaer(from client)	2013-10-22 18:43:13
admin	Hi....	2013-10-22 18:43:59
WIN-6N8T93MN9...	Nice to meet you	2013-10-22 18:44:58

Mark

"Mark" is used to change the state of unprocessed messages to the state of **"processed"**.

In the **"Unprocessed"** inbox, the user can select the messages to be marked and click **"Mark"**, and then click **"OK"** button to move these messages to the **"Processed"** inbox.

10.3 Messagebox Management

In the **"Messagebox"**, the user can refresh, send, resend and delete messages. In addition, the user can also view the latest reply from the client user in the **"Message Status"** pane.

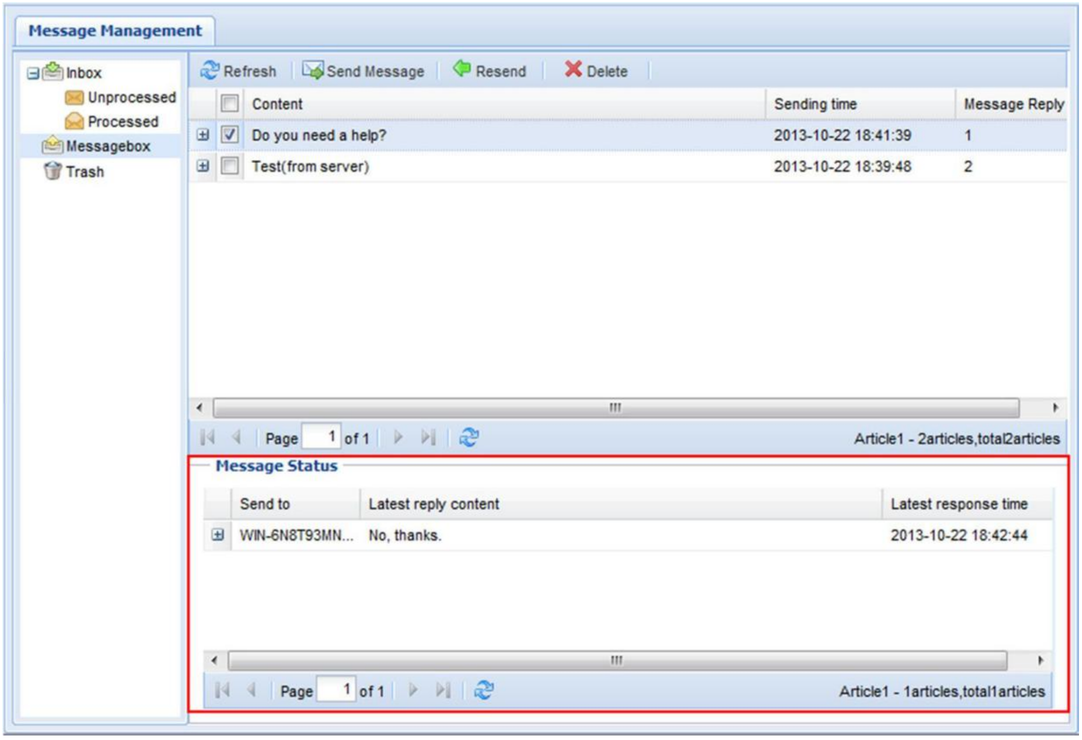
On the navigation bar, click **"General > Msg Manager"** or right-click a client/group in the left pane and select **"Send Message"** from the context menu to enter the message management interface.

Resend

Select the message to be resent from the Messagebox and click **"Resend"** button to resend the message to the former one or more receivers.

Message Status

In the **"Message Status"** pane, the user will see the last reply received by each message from the corresponding client user. In the meantime, the user can also double click the content of last reply to view the record of conversations with this client user.



	☐	Content	Sending time	Message Reply
⊞	☑	Do you need a help?	2013-10-22 18:41:39	1
⊞	☐	Test(from server)	2013-10-22 18:39:48	2

Article1 - 2articles,total2articles

	Send to	Latest reply content	Latest response time
⊞	WIN-6N8T93MN...	No, thanks.	2013-10-22 18:42:44

Article1 - 1articles,total1articles

11 Device Security Management

Only windows terminal supports device security management

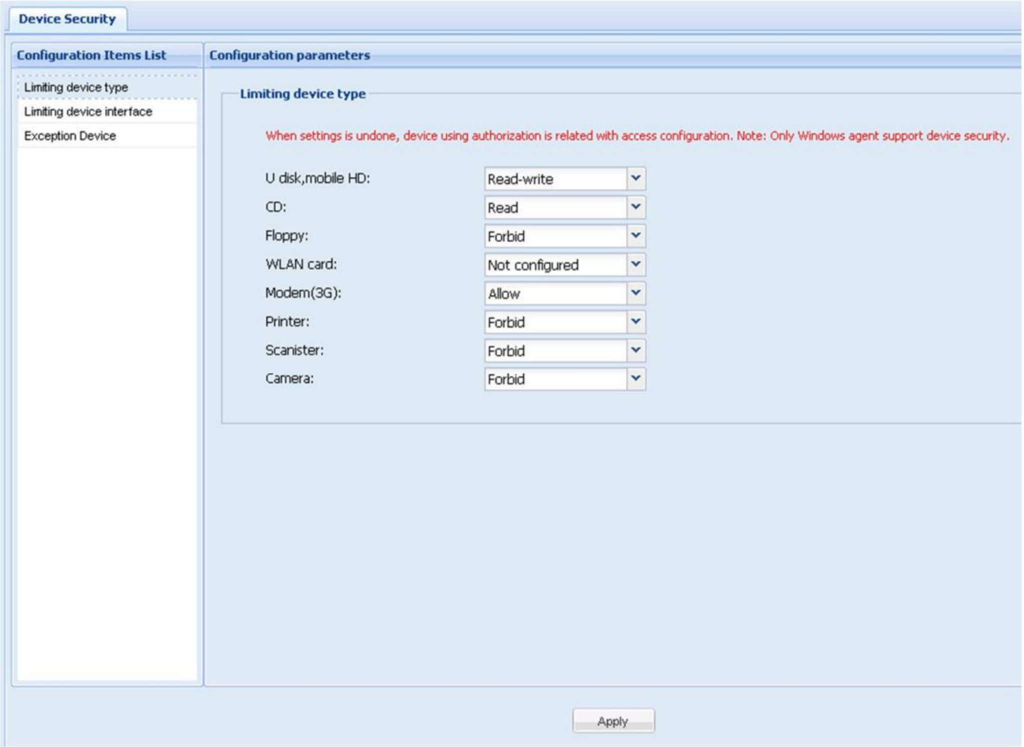
11.1 Limiting device type

“ **Limiting device type** “ used to limit part equipment of thin clientfor example□” **Not configuedȕ 濇”** **Read-writeȕ 濇** “ **Readù 濇** “ **Allow** “ “ **Forbidȕ**˛ In the state of not configuration, access equipment is determined by the interface, part of the equipment need to restart.

1. Click in turn at navigation-bar “ **Divice Security** “ >” **Limiting divice type** “ go into Limiting divice type interface˛

2. Limit configuration different types of equipment on the right side interface˛ 3.

   Chose the terminalthen click “ **Apply** “ to application.

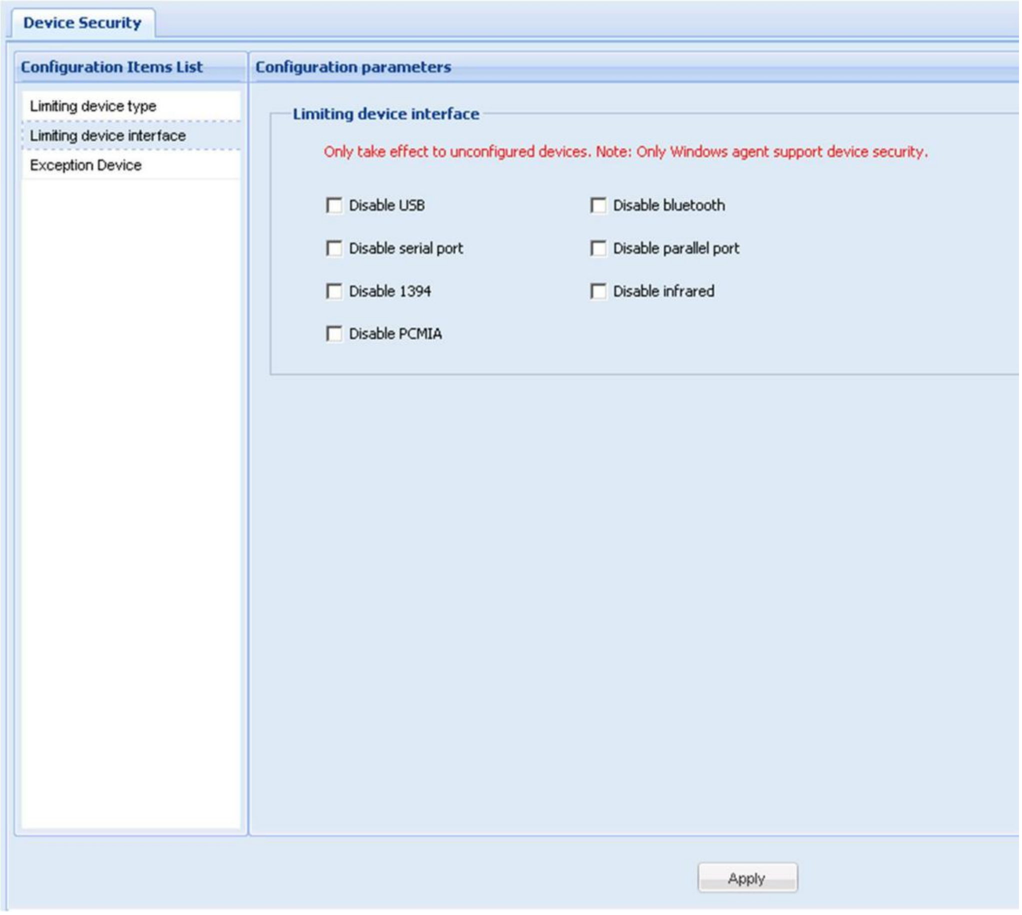


When settings is undone, device using authorization is related with access configuration. Note: Only Windows agent support device security.

U disk,mobile HD: Read-write
CD: Read
Floppy: Forbid
WLAN card: Not configured
Modem(3G): Allow
Printer: Forbid
Scanister: Forbid
Camera: Forbid

11.2 Limiting device interface

1. Click in turn at navigation-bar “ **Divice Security** ” >” **Limiting divice interface** ” to go into Limiting divice interface、
2. Decide whether limiting device interface on the right side interface 3. Select terminal click “ **Apply** ” then finish configuration.



Only take effect to unconfigured devices. Note: Only Windows agent support device security.

☐ Disable USB ☐ Disable bluetooth

☐ Disable serial port ☐ Disable parallel port

☐ Disable 1394 ☐ Disable infrared

☐ Disable PCMIA

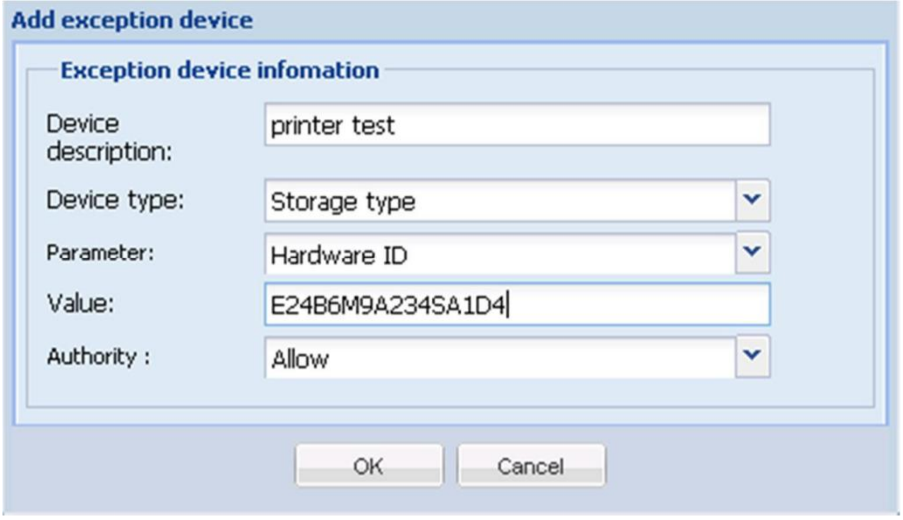
11.3 Exception Device

1. Click in turn at navigation-bar “ **Divice Security** ” >” **Exception Device** ” go into Exception Device interface;

2. Operation exception device on the right side interface “ **AddÙ 濇**” **Change** ” and” **Delete**

Ù、

“ **Add**” button is use to add exception device ,Click ”**OK** ” to confirm add Click “ **Cancel**” to cancel



Add exception device

Exception device infomation

Device description: printer test

Device type: Storage type

Parameter: Hardware ID

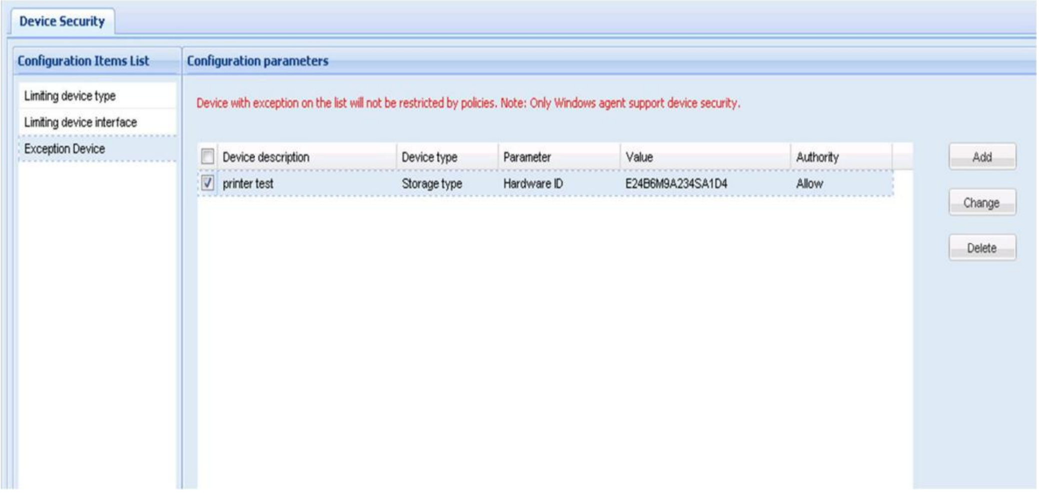
Value: E24B6M9A234SA1D4

Authority : Allow

“ **Change**” button is used to edit exception device which have added、 Click “**OK**” to confirm edit，click “ **Cancel**” to cancel、

“ **Delete** ” button is used to delete exception device which have added，Click ”**OK”** to confirm delete , click “ **Cancel**” to cancel.

3. Select the terminal, then click “ **Apply** “ to finish configuration.



Device with exception on the list will not be restricted by policies. Note: Only Windows agent support device security.

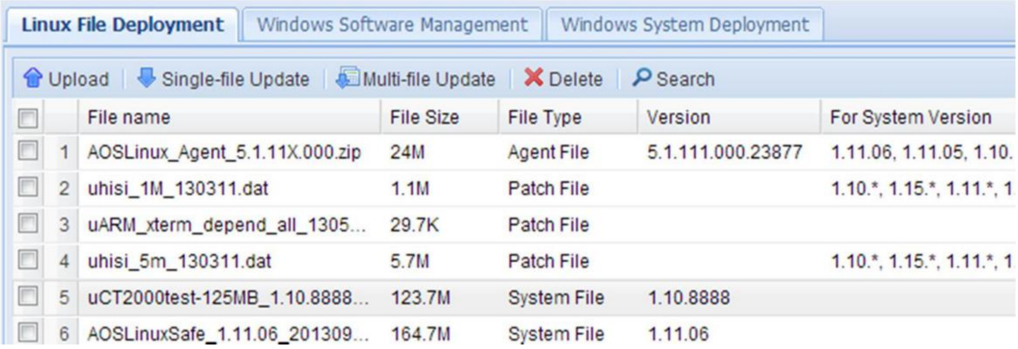
□	Device description	Device type	Parameter	Value	Authority
☑	printer test	Storage type	Hardware ID	E24B6M9A234SA1D4	Allow

12 File Deployment Management

File Deployment is mainly used to deploy the system files, including file copying and software distribution. It is applicable to the batch-mode installation of application software on clients and the batch-mode distribution of files to clients. In the mean time, through file deployment, we can manage system files, including file uploading and deleting.

12.1 Linux File Deployment

On the navigation bar, click **"Deployment > File Deploy"** to enter the **"Linux File Deployment"** interface.



☐		File name	File Size	File Type	Version	For System Version
☐	1	AOSLinux_Agent_5.1.11X.000.zip	24M	Agent File	5.1.111.000.23877	1.11.06, 1.11.05, 1.10.
☐	2	uhisi_1M_130311.dat	1.1M	Patch File		1.10.*, 1.15.*, 1.11.*, 1
☐	3	uARM_xterm_depend_all_1305...	29.7K	Patch File		
☐	4	uhisi_5m_130311.dat	5.7M	Patch File		1.10.*, 1.15.*, 1.11.*, 1
☐	5	uCT2000test-125MB_1.10.8888...	123.7M	System File	1.10.8888	
☐	6	AOSLinuxSafe_1.11.06_201309...	164.7M	System File	1.11.06	

Upload file

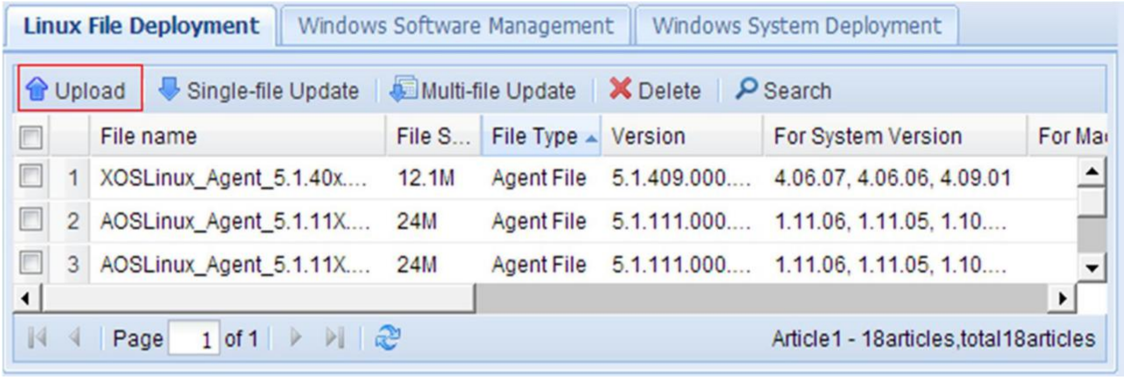
Note:

You can only upload the dedicated upgrade files provided by Centerm for Linux clients.

Upgrade files for Linux clients can be divided into three types:

- System files: for upgrading the operating system of Linux clients.
- Patch files: upgrade patches or applications for Linux clients.
- Agent files: for upgrading the management agent installed on Linux clients.

1. On the navigation bar, click "**Deployment > File Deploy**" to enter the "**Linux File Deployment**" interface.
2. Click "**Upload**" button. According to the wizard to complete the upload. Please refer to 23.4Upload the Upgrade File.

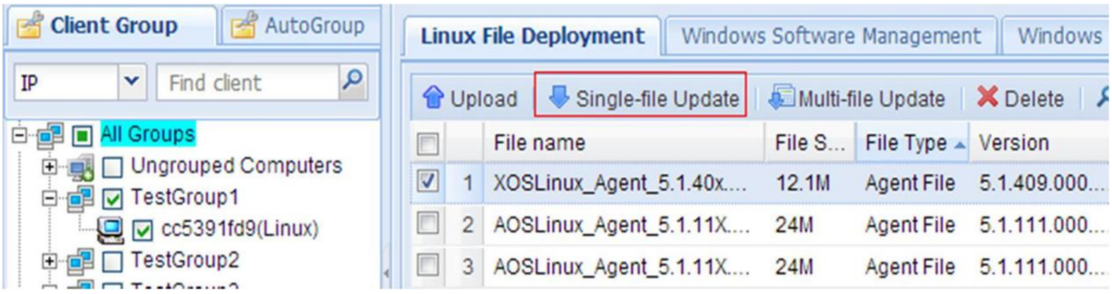

Linux File Deployment
Windows Software Management
Windows System Deployment
Upload
Single-file Update
Multi-file Update
Delete
Search
Page 1 of 1
Article1 - 18articles,total18articles

☐		File name	File S...	File Type	Version	For System Version	For Ma
☐	1	XOSLinux_Agent_5.1.40x....	12.1M	Agent File	5.1.409.000....	4.06.07, 4.06.06, 4.09.01	
☐	2	AOSLinux_Agent_5.1.11X....	24M	Agent File	5.1.111.000....	1.11.06, 1.11.05, 1.10....	
☐	3	AOSLinux_Agent_5.1.11X....	24M	Agent File	5.1.111.000....	1.11.06, 1.11.05, 1.10....	

Upon successful upload, exit the upload window, and the uploaded file will appear in the file list.

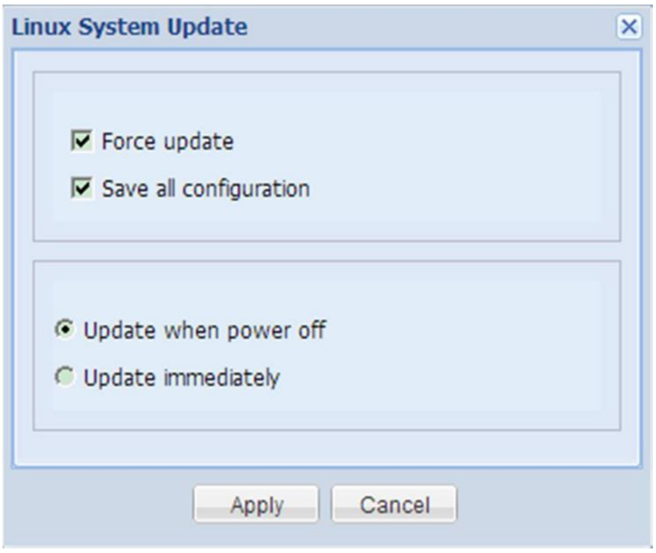
Single-file Update

1. On the navigation bar, click "**Deployment > File Deploy**" to enter the "**Linux File Deployment**" interface.
2. Select the client or client group to be upgraded, select the update file and click "**Single-file Update**" (update file must have been uploaded).



☐		File name	File S...	File Type	Version
☑	1	XOSLinux_Agent_5.1.40x....	12.1M	Agent File	5.1.409.000...
☐	2	AOSLinux_Agent_5.1.11X....	24M	Agent File	5.1.111.000...
☐	3	AOSLinux_Agent_5.1.11X....	24M	Agent File	5.1.111.000...

3. Set update conditions and click "**Apply**".



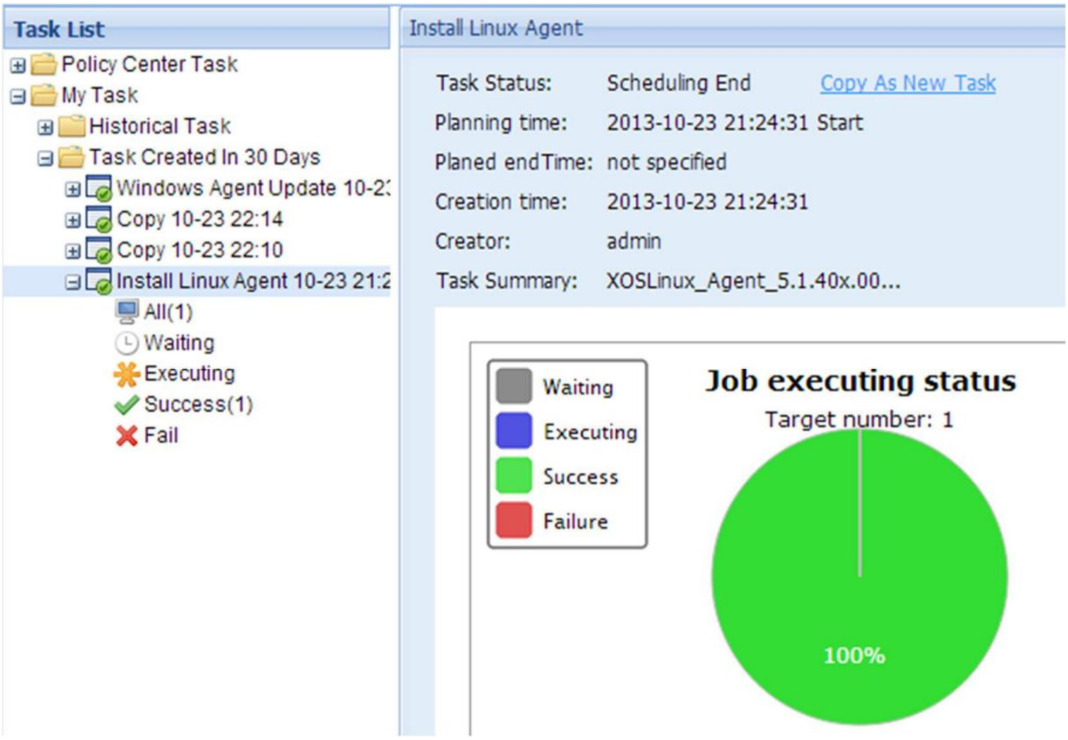
☑ Force update
☑ Save all configuration

● Update when power off
○ Update immediately

By default, "Force update" and "Save all configuration" have been enabled (applicable to operating system upgrade).

- ⌘ Update when power off: to start update when the client is shut down normally and then shut down the client upon completion.
- ⌘ Update immediately: to prompt the client user to update immediately after the client has downloaded the update file, yet client user can choose to postpone the update.

4. Select the OS version on the "**Plan Wizard**" interface, configure the task plan or keep default settings and then click "**Finish**".
5. On the navigation bar, click "**Task Manager**" to enter the task management interface to view update status and result.



Task Status: Scheduling End

Planning time: 2013-10-23 21:24:31 Start

Planed endTime: not specified

Creation time: 2013-10-23 21:24:31

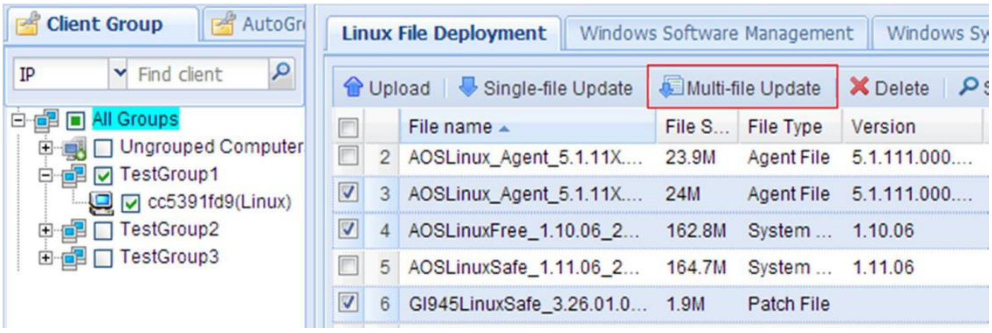
Creator: admin

Task Summary: XOSLinux_Agent_5.1.40x.00...

Target number: 1

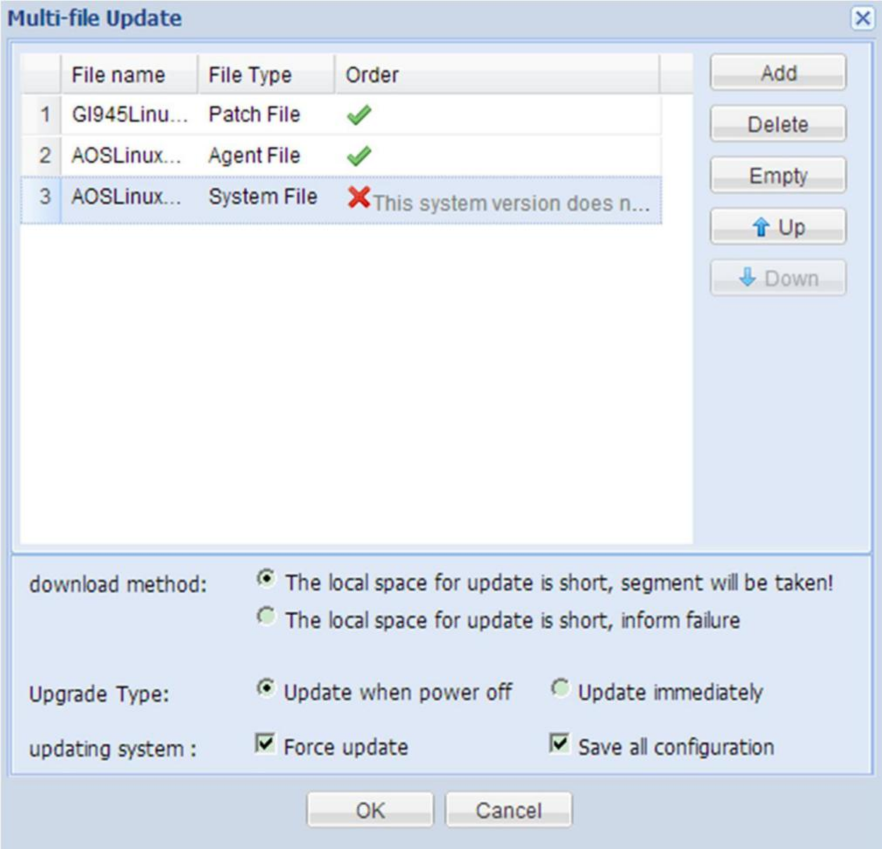
Multi-file Update

1. On the navigation bar, click "**Deployment > File Deploy**" to enter the "**Linux File Deployment**" interface.
2. Select the client or client group to be upgraded, select one or multiple update files and click "**Multi-file Update**" (update files must have been uploaded).



□		File name	File S...	File Type	Version
□	2	AOSLinux_Agent_5.1.11X....	23.9M	Agent File	5.1.111.000....
☑	3	AOSLinux_Agent_5.1.11X....	24M	Agent File	5.1.111.000....
☑	4	AOSLinuxFree_1.10.06_2...	162.8M	System ...	1.10.06
□	5	AOSLinuxSafe_1.11.06_2...	164.7M	System ...	1.11.06
☑	6	GI945LinuxSafe_3.26.01.0...	1.9M	Patch File	

3. Set update conditions and click "**OK**".



	File name	File Type	Order
1	GI945Linu...	Patch File	✓
2	AOSLinux...	Agent File	✓
3	AOSLinux...	System File	✗ This system version does n...

download method: ● The local space for update is short, segment will be taken! ○ The local space for update is short, inform failure

Upgrade Type: ● Update when power off ○ Update immediately

updating system : ☑ Force update ☑ Save all configuration

Order of update files

You can add, delete or clear update files, or move up/down update files to change the order. ✓ indicates that the sequence of file update is correct, while ✗indicates that the sequence is inappropriate, and you will need to change the update order or delete this file from the update list.

If the order of all update files is correct (all indicating ✓), then you can proceed to the next step.

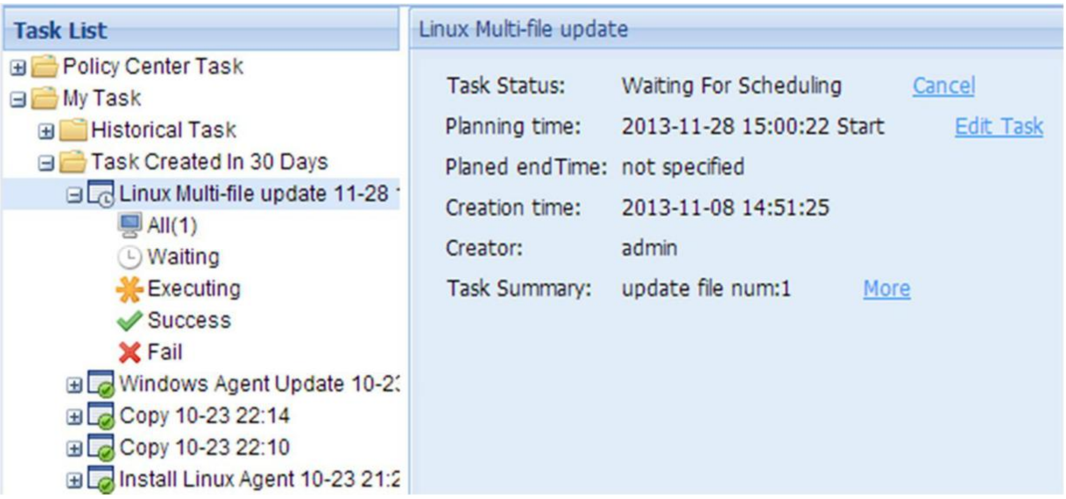
Download method

To configure how the file will be downloaded when the local space for update is short.

⌘ Segment will be taken: update process will be continued. ⌘ Inform failure: terminate this update. **Upgrade Type** ⌘ Update when power off: to start update when the client is shut down normally and then shut down the client upon completion.

⌘ Update immediately: to prompt the client user to update immediately after the client has downloaded the update file, yet client user can choose to postpone the update. **Updating system** ⌘ By default, "Force update" and "Save all configuration" have been enabled (applicable to operating system upgrade).

4. Select the OS version on the "**Plan Wizard**" interface, configure the task plan or keep default settings and then click "**Finish**".
5. On the navigation bar, click "**Task Manager**" to enter the task management interface to view update status and result.



Task Status: Waiting For Scheduling

Planning time: 2013-11-28 15:00:22 Start

Planed endTime: not specified

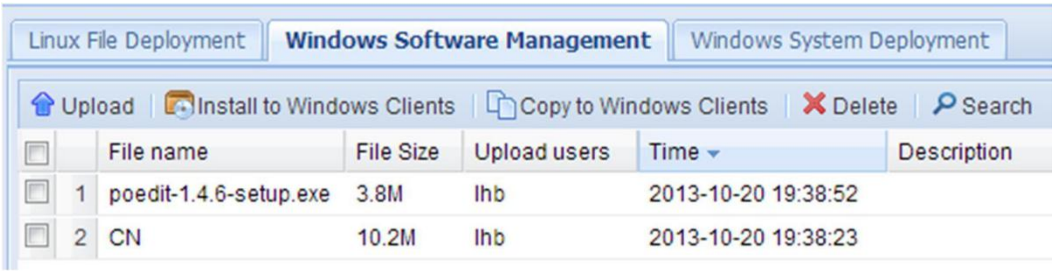
Creation time: 2013-11-08 14:51:25

Creator: admin

Task Summary: update file num:1

12.2 Windows Software Management

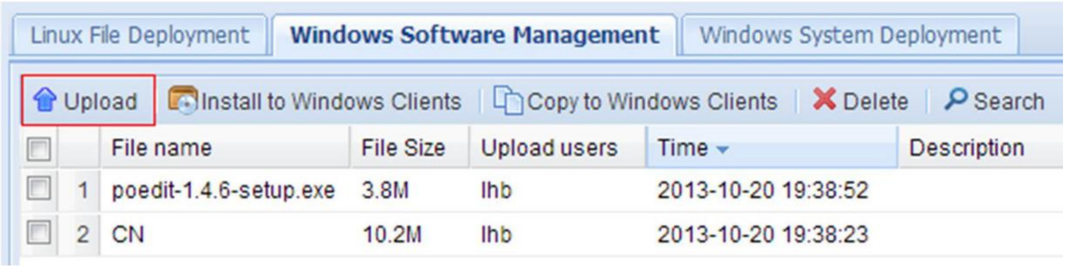
On the navigation bar, click "**Deployment > File Deploy > Windows Software Management**" to enter the "**Windows Software Management**" interface.


Linux File Deployment
Windows Software Management
Windows System Deployment
Upload
Install to Windows Clients
Copy to Windows Clients
Delete
Search

□		File name	File Size	Upload users	Time	Description
□	1	poedit-1.4.6-setup.exe	3.8M	lhb	2013-10-20 19:38:52	
□	2	CN	10.2M	lhb	2013-10-20 19:38:23	

Upload file

1. On the navigation bar, click "**Deployment > File Deploy > Windows Software Management**" to enter the "**Windows Software Management**" interface.
2. Click **"Upload"** button. According to the wizard to complete the upload. Please refer to 23.4Upload the Upgrade File.


Linux File Deployment
Windows Software Management
Windows System Deployment
Upload
Install to Windows Clients
Copy to Windows Clients
Delete
Search

□		File name	File Size	Upload users	Time	Description
□	1	poedit-1.4.6-setup.exe	3.8M	lhb	2013-10-20 19:38:52	
□	2	CN	10.2M	lhb	2013-10-20 19:38:23	

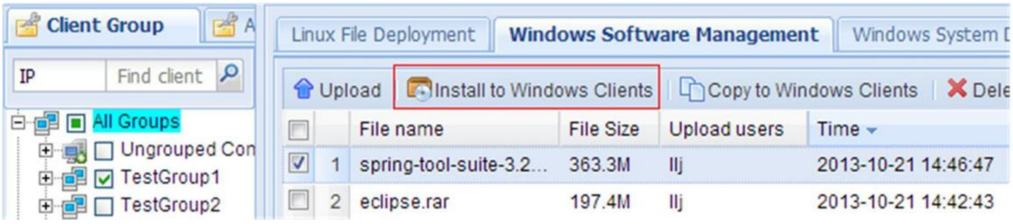
Upon successful upload, exit the upload window, and the uploaded file will appear in the file list.

Install software

You can distribute the software stored on the server to clients and execute installation thereof.

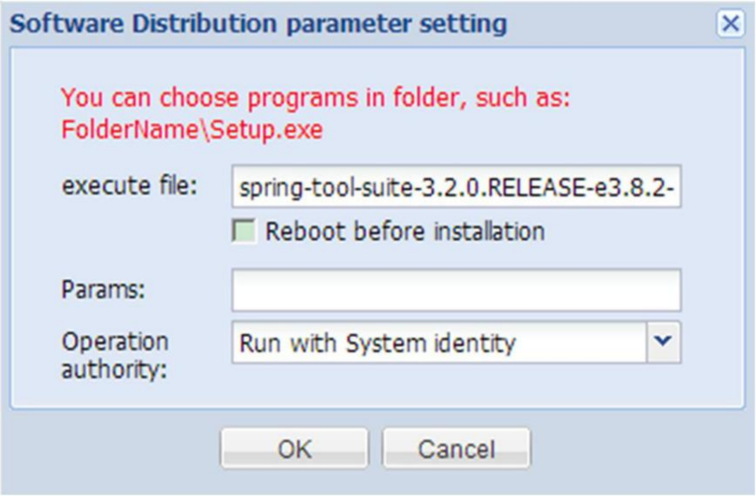
1. On the navigation bar, click "**Deployment > File Deploy > Windows Software Management**" to enter the "**Windows Software Management**" interface.

2. Select the client or client group for software installation, select the software to be installed and then click **"Install to Windows Clients"**.



☐	File name	File Size	Upload users	Time
☑ 1	spring-tool-suite-3.2...	363.3M	llj	2013-10-21 14:46:47
☐ 2	eclipse.rar	197.4M	llj	2013-10-21 14:42:43

3. Edit the corresponding parameters and click **"OK"**.



You can choose programs in folder, such as:
FolderName\Setup.exe

execute file: spring-tool-suite-3.2.0.RELEASE-e3.8.2-

☐ Reboot before installation

Params:

Operation authority: Run with System identity

Reboot before installation

Check "**Reboot before installation**" and the client will reboot first before installing the software.

Note to "Params":

1. This is an optional parameter used when installing software onto the client. It is by default left blank to indicate non-quite installation, and manual intervention may be needed. Different software applications use different parameters. For information about such parameters, please inquire the software provider;
2. Windows software package provided by CENTERM's default installation parameters is "/ VERYSILENT"

For example, JRE involves the following parameters:

⌘ /quiet: quiet mode, no user interaction; ⌘ /passive: no-participation mode, only displaying the process bar; ⌘ /q[n|b|r|f]: to configure the level of user interface -- n: no user interface; b: basic interface; r: reduced interface; f: full interface.

Operation authority ⌘ Current user: The currently active user permissions, when the software installation will create a shortcut on the desktop, suggested that choose the privileges for installation. If the current client no user login, software installation will fail;

⌘ The specified user authority: That allows administrators to specify the user permissions to install. If the current login user privilege no software to install, it is suggested that choose the privileges for installation;

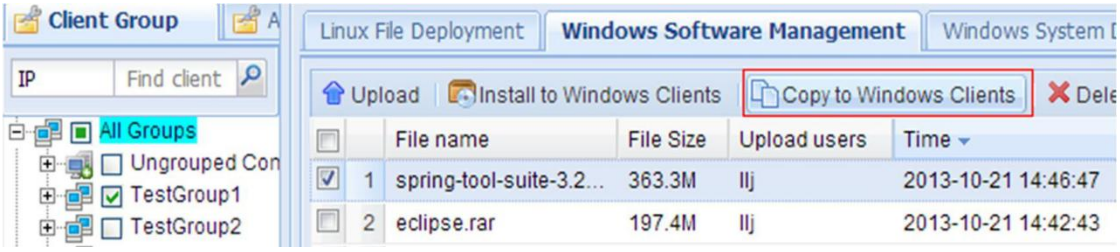
⌘ System identity: System user permissions, if the current user does not have permissions to install the software, the System user permissions can be used for installation, but using the System user permissions will vary in different operating System versions, and may arise session segregation phenomenon.

4. Select the OS version on the **"Plan Wizard"** interface, configure the task plan or keep default settings and then click **"Finish"**.
5. On the navigation bar, click **"Task Manager"** to enter the task management interface to view task status and result.

Copy file

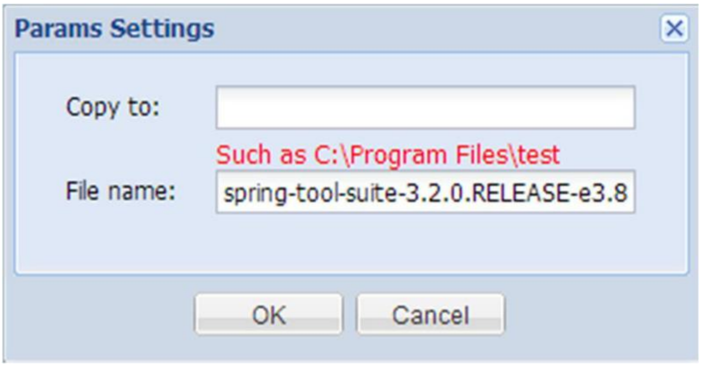
File Copying is used to copy files to the client.

1. On the navigation bar, click "**Deployment > File Deploy > Windows Software Management**" to enter the "Windows Software Management" interface.
2. Select the client or client group for file copying, select the file(s) to be copied from the file list and then click **"Copy to Windows Clients"**.



☐		File name	File Size	Upload users	Time
☑	1	spring-tool-suite-3.2...	363.3M	llj	2013-10-21 14:46:47
☐	2	eclipse.rar	197.4M	llj	2013-10-21 14:42:43

3. Enter the path of folder to which this file will be saved on the client and click **"OK"** button.



Copy to:

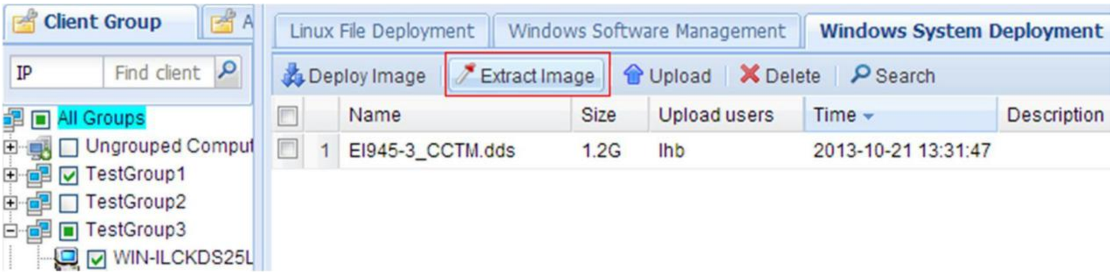
Such as C:\Program Files\test

File name: spring-tool-suite-3.2.0.RELEASE-e3.8

4. Select the OS version on the **"Plan Wizard"** interface, configure the task plan or keep default settings and then click **"Finish"**.
5. On the navigation bar, click **"Task Manager"** to enter the task management interface to view task status and result.

12.3 Windows System Deployment

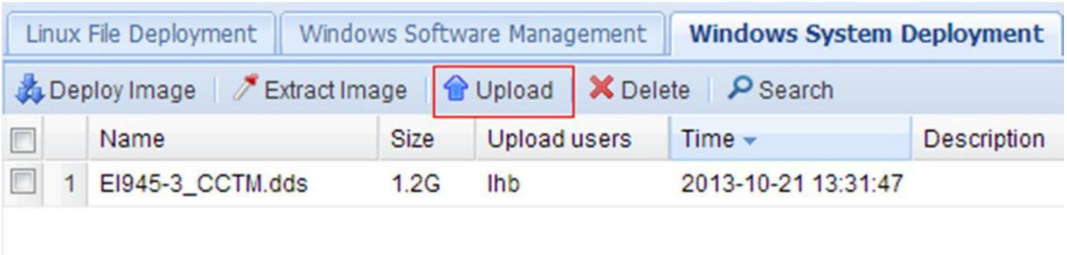
On the navigation bar, click "**Deployment > File Deploy > Windows System Deployment**" to enter the **"Windows System Deployment**" interface.



☐		Name	Size	Upload users	Time	Description
☐	1	EI945-3_CCTM.dds	1.2G	lhb	2013-10-21 13:31:47	

Upload image file

1. On the navigation bar, click "**Deployment > File Deploy > Windows System Deployment**".
2. Click "**Upload**" button. According to the wizard to complete the upload. Please refer to 23.4Upload the Upgrade File.



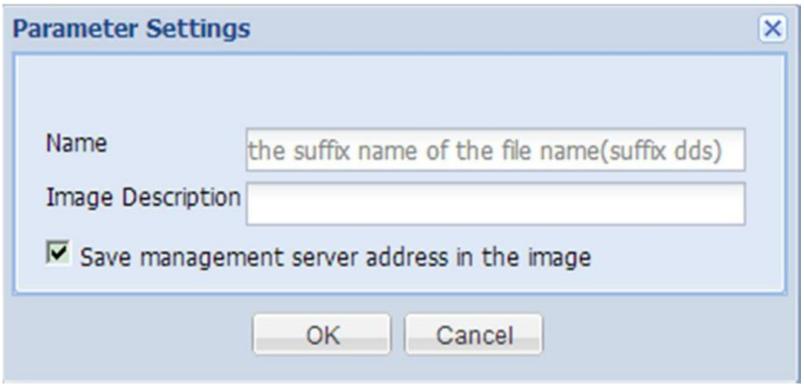
☐		Name	Size	Upload users	Time	Description
☐	1	EI945-3_CCTM.dds	1.2G	lhb	2013-10-21 13:31:47	

Upon successful upload, exit the upload window, and the uploaded file will appear in the file list.

System backup

The administrator can back up the operating system of client to the server. When the client encounters system crash, we can use the backup system image to restore the client.

1. On the navigation bar, click "**Deployment > File Deploy > Windows System Deployment**".
2. Select one Windows client and click "**Extract Image**".
3. Configure backup parameters.



Name: the suffix name of the file name(suffix dds)

Image Description:

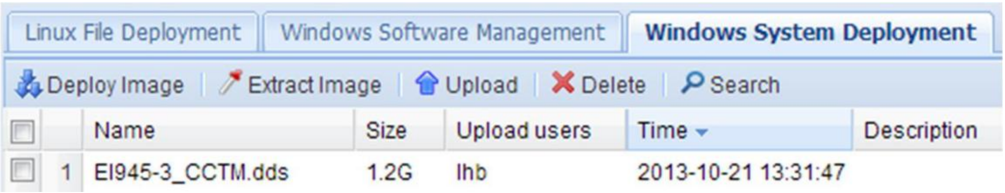
☑ Save management server address in the image

4. Select the client(s) on the "**Plan Wizard**" interface, configure the task plan or keep default settings and then click "**Finish**".
5. In the Task Manager module, view the progress of image extraction.

Note:

The client is offline during the process of image extraction, after which the client will need to reboot for several times. Therefore, you will observe that the client will go online and offline repeatedly.

6. View the extracted image file in the list.

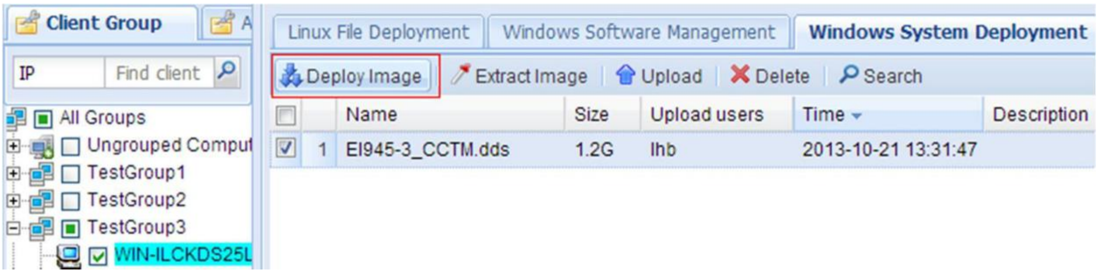


☐		Name	Size	Upload users	Time	Description
☐	1	EI945-3_CCTM.dds	1.2G	lhb	2013-10-21 13:31:47	

System recovery

System recovery is to restore the system from the backup image stored on the server.

1. On the navigation bar, click "**Deployment > File Deploy > Windows System Deployment**".
2. Select the client or client group for deploying image, select the one image file and then click "**Deploy Image**".



□		Name	Size	Upload users	Time	Description
☑	1	EI945-3_CCTM.dds	1.2G	lhb	2013-10-21 13:31:47	

3. Select the OS version on the "**Plan Wizard**" interface, configure the task plan or keep default settings and then click "**Finish**".
4. On the navigation bar, click "**Task Manager**" to enter the task management interface to view task status and result.

12.4 Upgrade Agent for Windows Clients

On the navigation bar, click **"Common > Agent Upgrade"** to enter Windows client Agent upgrade interface.

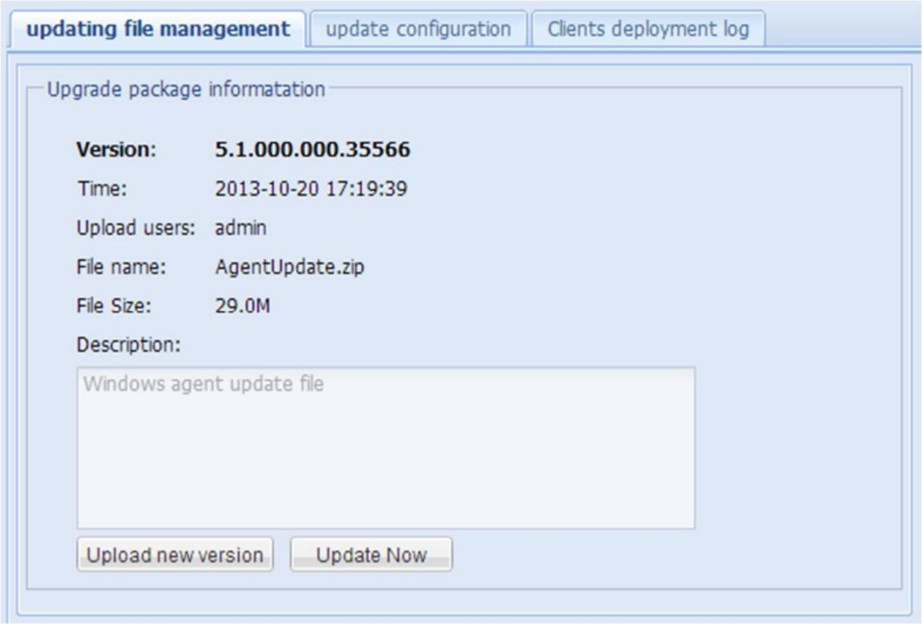
Note:

> This feature can only upgrade Windows clients. Please refer to 12.1Linux File Deployment for the upgrade of Linux clients. By default, an upgrade file is embedded upon the installation of management server.

Upload upgrade file

To update or replace the upgrade file existing on the management server, perform the following steps:

1. On the navigation bar, click "**Common > Agent Upgrade"** to enter **"updating file management**" interface.



Version: 5.1.000.000.35566
Time: 2013-10-20 17:19:39
Upload users: admin
File name: AgentUpdate.zip
File Size: 29.0M
Description:
Windows agent update file

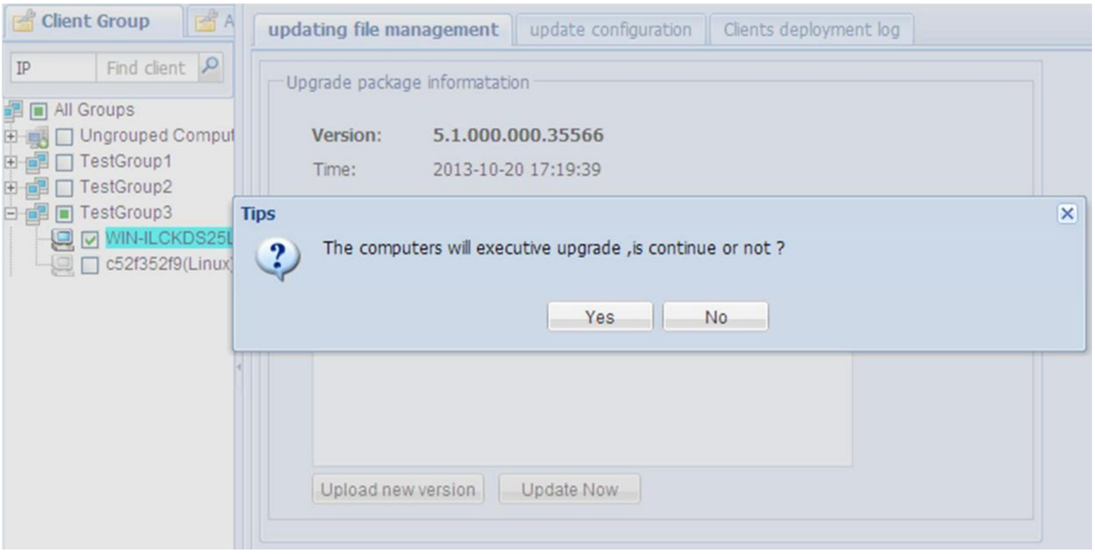
The version information of the existing upgrade file is displayed.

2. Click "**Upload new version**". According to the wizard to complete the upload. Please refer to 23.4Upload the Upgrade File.

Update Now

To immediately update the Agent software for Windows clients, perform the following steps:

1. On the navigation bar, click "**Common > Agent Upgrade"** to enter **"updating file management**" interface.
2. Select the client or client group to be upgraded, click "**Update Now**" and then click "**Yes**" in the confirmation dialog box.



Version: 5.1.000.000.35566
Time: 2013-10-20 17:19:39

The computers will executive upgrade ,is continue or not ?

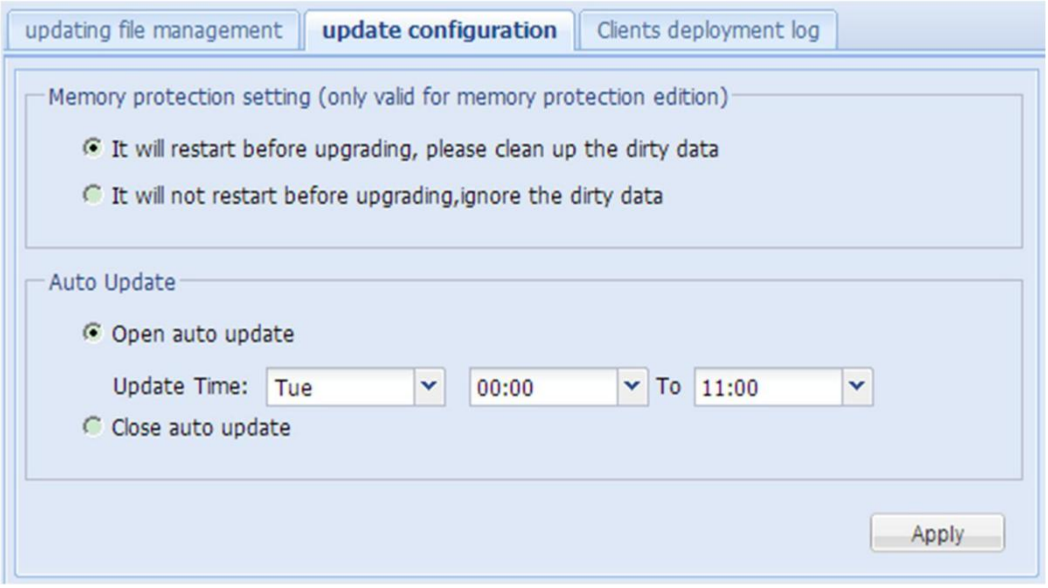
3. Select the client(s) on the **"Plan Wizard"** interface, configure the task plan or keep default settings and then click **"Finish"**.
4. On the navigation bar, click **"Task Manager"** to enter the task management interface to view task status and result.The duration of upgrade process depends on the size of upgrade file, number of clients and download speed.
5. Upon successful upgrade, click **"Common > Agent Upgrade > Clients deployment log"** to enter the upgrade log interface and view detailed upgrade logs.

Automatic upgrade

Automatic upgrade of the Agent software for Windows clients can be achieved through the scheduled update time and update parameters.

To configure automatic upgrade the Agent software for Windows clients, perform the following steps:

1. On the navigation bar, click "**Common > Agent Upgrade > Update Configuration**" to enter the automatic update configuration interface.
2. Configure upgrade parameters.



Memory protection setting (only valid for memory protection edition)

● It will restart before upgrading, please clean up the dirty data

○ It will not restart before upgrading,ignore the dirty data

Auto Update

● Open auto update

Update Time: Tue 00:00 To 11:00

○ Close auto update

Memory protection setting

Clients with memory protection enabled must be configured to restart or not before upgrading. This setting also applies to "**Update Now**" clients.

- It will restart before upgrading, please clean up the dirty data: Before upgrading, the client will reboot first in order to clean up dirty data (recommended).
- It will not restart before the upgrade, ignore the dirty data: The client won't restart and will start upgrading directly. Upon completion of upgrade, the current startup operations will be proceeded and dirty data might be introduced.

Auto Update

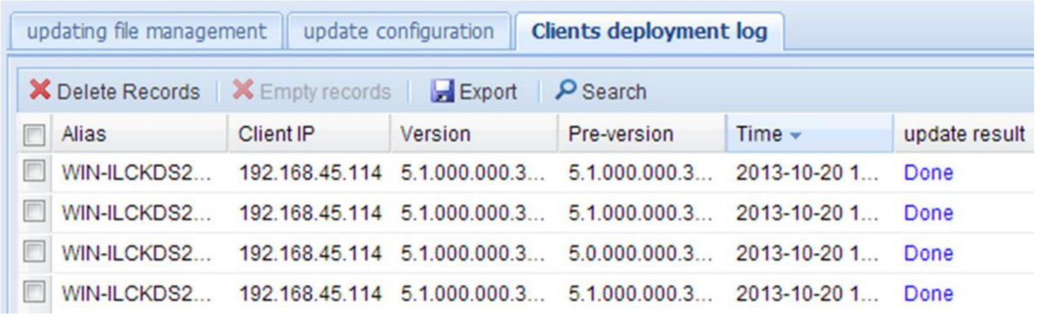
1. Before enabling Auto Update, make sure the latest upgrade file has been uploaded.
2. During the automatic update, the client needs to keep on.

You can select to enable or disable Auto Update. When it's enabled, set the appropriate Update Time and the client will randomly select a time within the time range to update the Agent.

3. Select the client or client group to be upgraded, click "**Apply**".
4. Select the client(s) on the **"Plan Wizard"** interface, configure the task plan or keep default settings and then click **"Finish"**.
5. On the navigation bar, click **"Task Manager"** to enter the task management interface to view task status and result. Successful task execution only implies successful configuration. The client will execute upgrade within the set time range.
6. After the Update Time has lapsed, click **"Common > Agent Upgrade > Clients deployment log"** to enter the upgrade log interface and view detailed upgrade logs.

View upgrade log

On the navigation bar, click **"Common > Agent Upgrade > Clients deployment log"** to view detailed Agent upgrade logs. You can find out the versions before and after the update, detailed information, update result, etc.



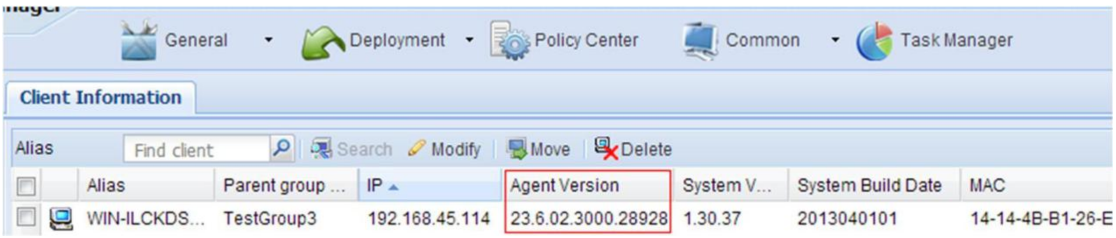
□	Alias	Client IP	Version	Pre-version	Time	update result
□	WIN-ILCKDS2...	192.168.45.114	5.1.000.000.3...	5.1.000.000.3...	2013-10-20 1...	Done
□	WIN-ILCKDS2...	192.168.45.114	5.1.000.000.3...	5.1.000.000.3...	2013-10-20 1...	Done
□	WIN-ILCKDS2...	192.168.45.114	5.1.000.000.3...	5.0.000.000.3...	2013-10-20 1...	Done
□	WIN-ILCKDS2...	192.168.45.114	5.1.000.000.3...	5.1.000.000.3...	2013-10-20 1...	Done

Note:

⌘ The client software can be degraded from higher version to a lower version. The client will first degrade from the higher version to the original version and then upgrade to the designed lower version. Therefore, the deployment log will contain two entries.

⌘ If the upgrade fails, please try again or inform the technical support personnel of the failure prompting message to get help.

You can also switch to **"Client Information"** panel on the homepage to view the version information of the upgraded Agent.



□		Alias	Parent group ...	IP	Agent Version	System V...	System Build Date	MAC
□		WIN-ILCKDS...	TestGroup3	192.168.45.114	23.6.02.3000.28928	1.30.37	2013040101	14-14-4B-B1-26-E

13 Resource Center

13.1 Introduction

What is resource center?

Resource center is used by the user for managing file resources, including the deployment and management of storage nodes. Relevant features of the system can only be used after the storage node has been added to the resource center. Therefore, the storage node must be added and bound before use.

What is storage node?

When user proceeds with client upgrade or deploys files, the system must reserve certain file resources for the user, while storage node serves as the carrier of such file resources. The storage node indicates the Centerm Data Server (CDS), which can only be used after being added to the resource center. During deployment, the system must properly deploy the storage nodes according to actual needs.

What is storage node binding?

Binding means to designate a storage node as the closest storage node to a specific client group. While carrying out file operations on this client group, files will only be uploaded to or downloaded from the bound storage node. If the current group is not bound to any storage node, the storage node bound to its parent group will serve as its closest storage node.

The significance of storage node binding is: the client can acquire resources from the closest storage node, thus shortening the duration of file transfer, allowing load balancing and avoid the network congestion caused by acquiring resources from only one storage node.

When one client group is bound to multiple storage nodes, it means this client group can acquire resources from multiple bound storage nodes, thus enhancing the transmission efficiency. When one storage node is bound to multiple client groups, it means multiple client groups will share the resources on the same storage node.

How to properly bind a storage node?

Proper storage node binding can expedite file resource transmission and avoid network congestion. It requires a good understanding of the current client distribution by the administrator. Generally, the storage node bound to the client group must be adjacent either geographically or within the network range. The user is suggested to deploy and bind storage nodes in each geographic area or network area.

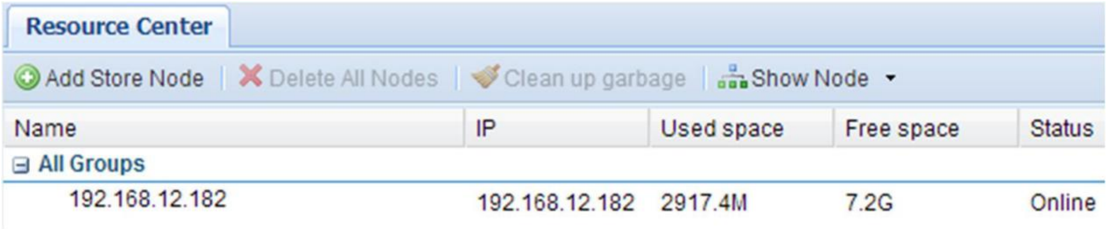
13.2 Add Storage Node

The administrator can only upload upgrade files, upgrade clients or extract files after adding the storage node.

To create a new storage node, please refer to the section relating to data server installation.

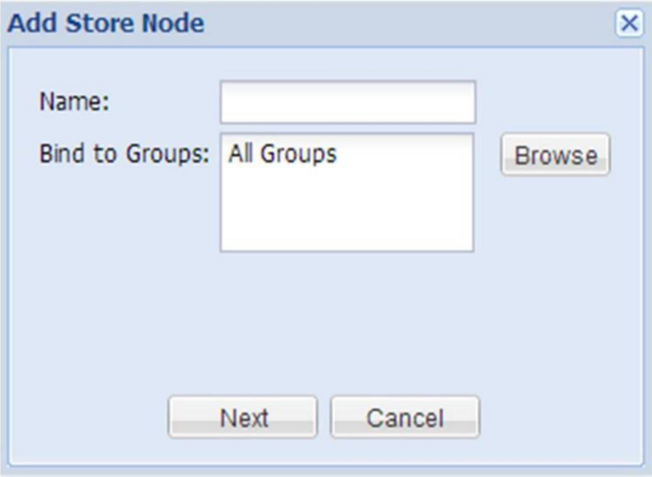
Perform the following steps to add a newly created storage node to CCCM.

1. On the navigation bar, click "**Deployment > Resource Center**" to enter Resource Center interface.
2. Click "**Add Store Node**" button.



Name	IP	Used space	Free space	Status
All Groups				
192.168.12.182	192.168.12.182	2917.4M	7.2G	Online

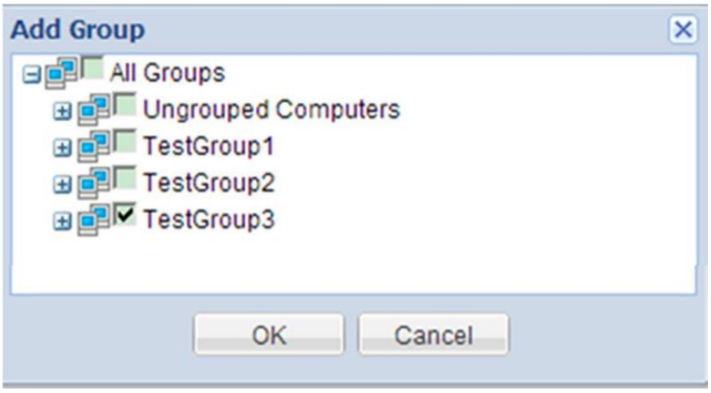
3. Enter node name and click "**Browse**" to select the client group to be bound or keep default settings and click "**Next**".



Name:
Bind to Groups: All Groups

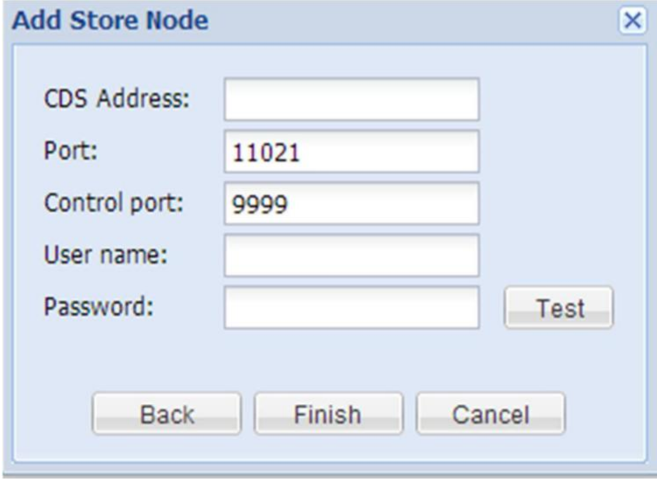
Bind to Groups:

(Optional) The node is by default bound to the root client group. Click "Browse" button to select other client groups to be bound to. A storage node can be bound to multiple client groups, but cannot be bound to the parent group and subgroup at the same time. As shown below, bind the node to two client groups.



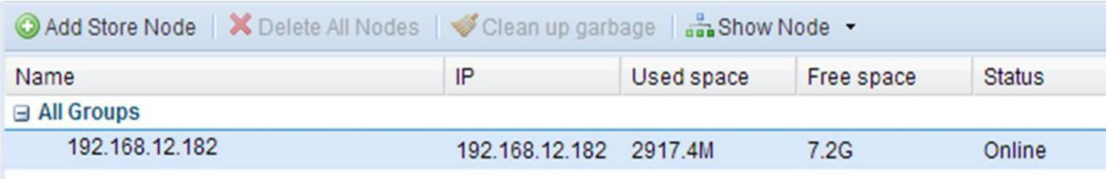
- □ All Groups
  - □ Ungrouped Computers
  - □ TestGroup1
  - □ TestGroup2
  - ☑ TestGroup3

4. Enter the server address (IP address of data server), with default user name being "**admin**" and default password being "**Admin123!**". If the port number has been changed during the installation of database server, you shall enter the same port number here, or else please keep the default setting. Click "**Test**" to test if the data server can be reached.



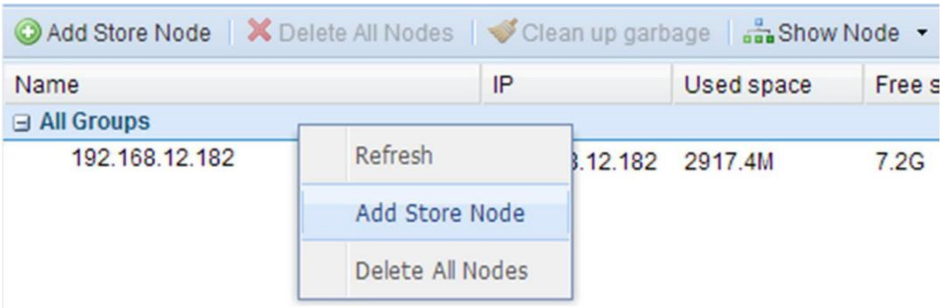
CDS Address:
Port: 11021
Control port: 9999
User name:
Password:

5. After the test, click "**OK**" to add the storage node. The successfully added storage node will appear in the list.



Name	IP	Used space	Free space	Status
All Groups				
192.168.12.182	192.168.12.182	2917.4M	7.2G	Online

When the list has any binding entry, you can also bind the storage node to the group by right-click the group name to get a context menu, as shown below:



Name	IP	Used space	Free s
All Groups			
192.168.12.182	.12.182	2917.4M	7.2G

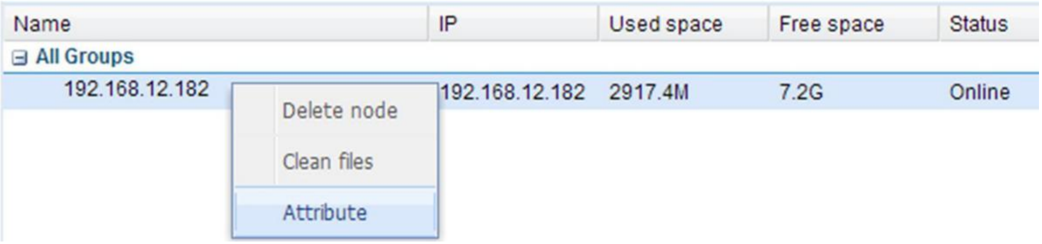
13.3 Modify or Delete Binding

When the storage node has changed or if the node has been abandoned, the binding of storage node must be modified or deleted.

Modify binding

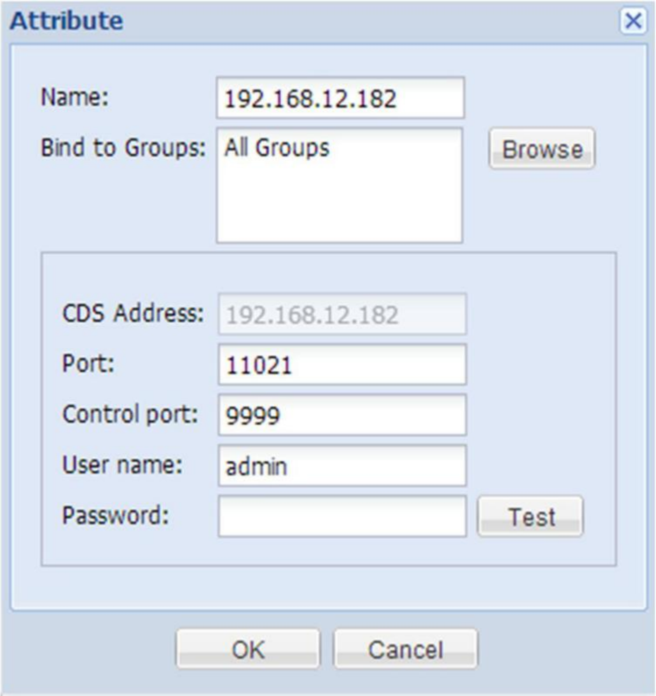
To modify the binding relationship of a node, perform the following steps:

1. On the navigation bar, click "**Deployment > Resource Center**" to enter Resource Center interface.
2. You can modify only one storage node at a time. Right-click the storage node and select "**Attribute**".



Name	IP	Used space	Free space	Status
All Groups				
192.168.12.182	192.168.12.182	2917.4M	7.2G	Online

3. Click "**Browse**" to reselect the client group to be bound, enter the password again and click "**OK**" to save.



Name: 192.168.12.182

Bind to Groups: All Groups

CDS Address: 192.168.12.182

Port: 11021

Control port: 9999

User name: admin

Password:

Delete binding

Caution

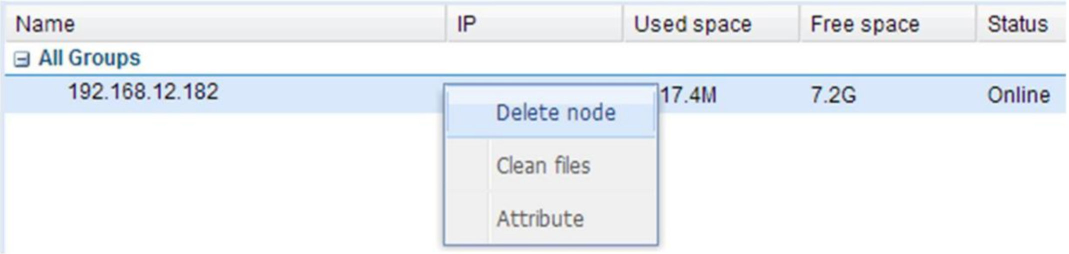
When delete storage node θ all files uploaded will also be deleted.

To modify the binding relationship of a node, perform the following steps:

On the navigation bar, click **"Deployment > Resource Center"** to enter Resource Center interface.

⌘ Delete the binding of a single storage node:

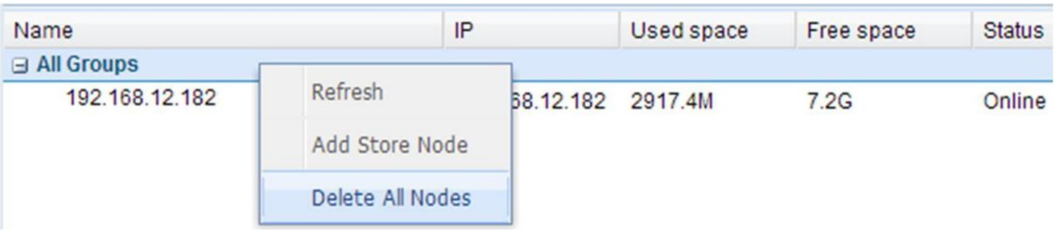
Right-click the storage node and select **"Delete node"** to delete the binding relationship between the current storage node and the client group.



Name	IP	Used space	Free space	Status
All Groups				
192.168.12.182		17.4M	7.2G	Online

⌘ Delete the binding of all storage nodes under the client group:

Right-click the group name and select **"Delete All Nodes"** to delete the binding relationship between the current client group and all subordinate storage nodes.

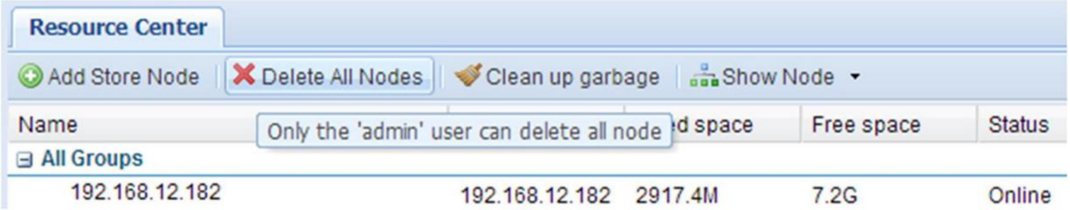


Name	IP	Used space	Free space	Status
All Groups				
192.168.12.182	68.12.182	2917.4M	7.2G	Online

⌘ Delete the binding of all storage nodes:

Click **"Delete All Nodes"** on the toolbar.

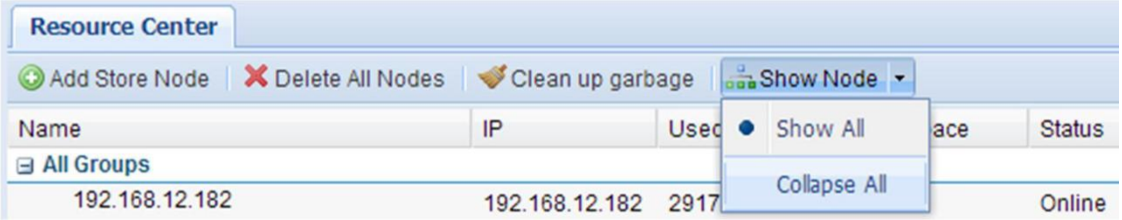
Only "admin" administrator has this permission.



Only the 'admin' user can delete all node

13.4 Quick Locating

When a storage node fails and thus compromises the normal running of file deployment or client upgrade, click **"Show All"** to expand the list and view all storage nodes, as shown below:



13.5 Clean Up Storage Node

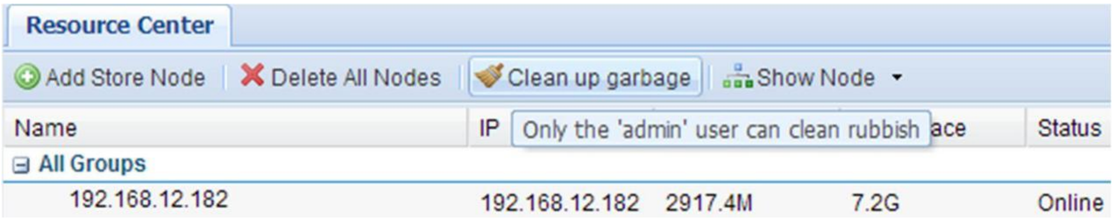
After long-time use, extensive junk files will generate on the storage node, leading to the shortage in free space. The user can clean up the storage node through the following steps:

Clean up garbage

Garbage files are generally generated due to file transfer interruption and abnormal storage node. We can use the **"Clean up garbage"** button on the Resource Center toolbar to clear the garbage files on all storage nodes once for all, but only the **"admin"** administrator has such permission.

Caution:

If the system is executing file operations, do not use this feature, as it may cause abnormalities in operations.



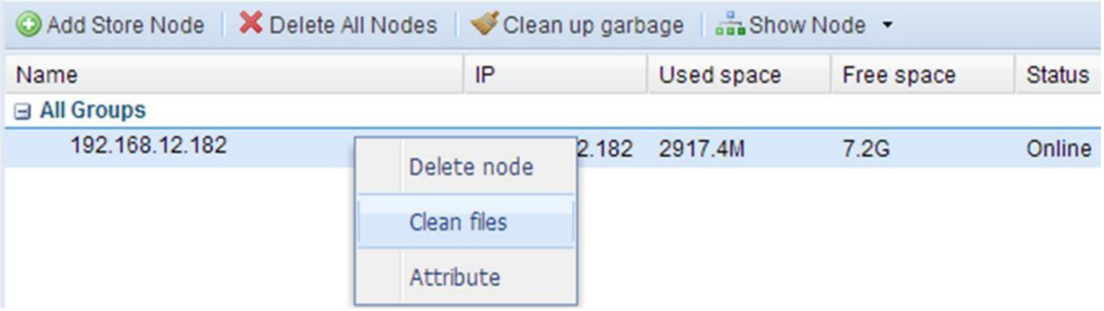
Only the 'admin' user can clean rubbish

Clean files

If you are certain that there is no important file on the storage node, you can use this feature to release space on the storage node. The clean command can only be executed on one node. Once it is executed, all files uploaded to the storage node will be deleted.

Caution:

If the system is executing file operations, do not use this feature, as it may cause abnormalities in operations.

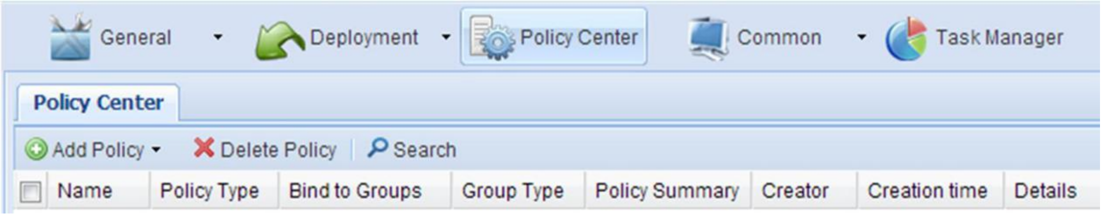


Name	IP	Used space	Free space	Status
192.168.12.182	2.182	2917.4M	7.2G	Online

14 Policy Center

The Policy Center allows to you create file update and template configuration polices to be bound to the client groups. Upon successful policy creation, the Policy Center Task will be generated and executed automatically, enabling automatic client upgrade and automatic template configuration.

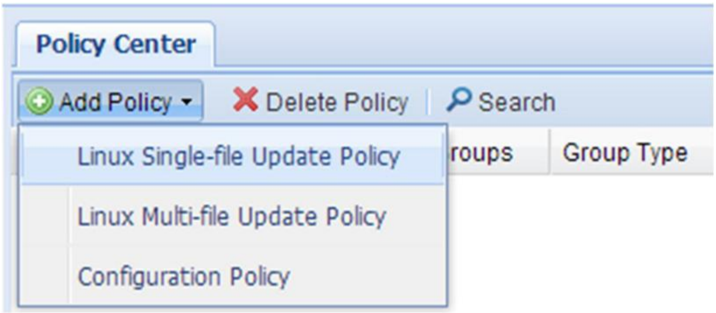
On the navigation bar, click **"Policy Center"** to enter the Policy Center management interface.



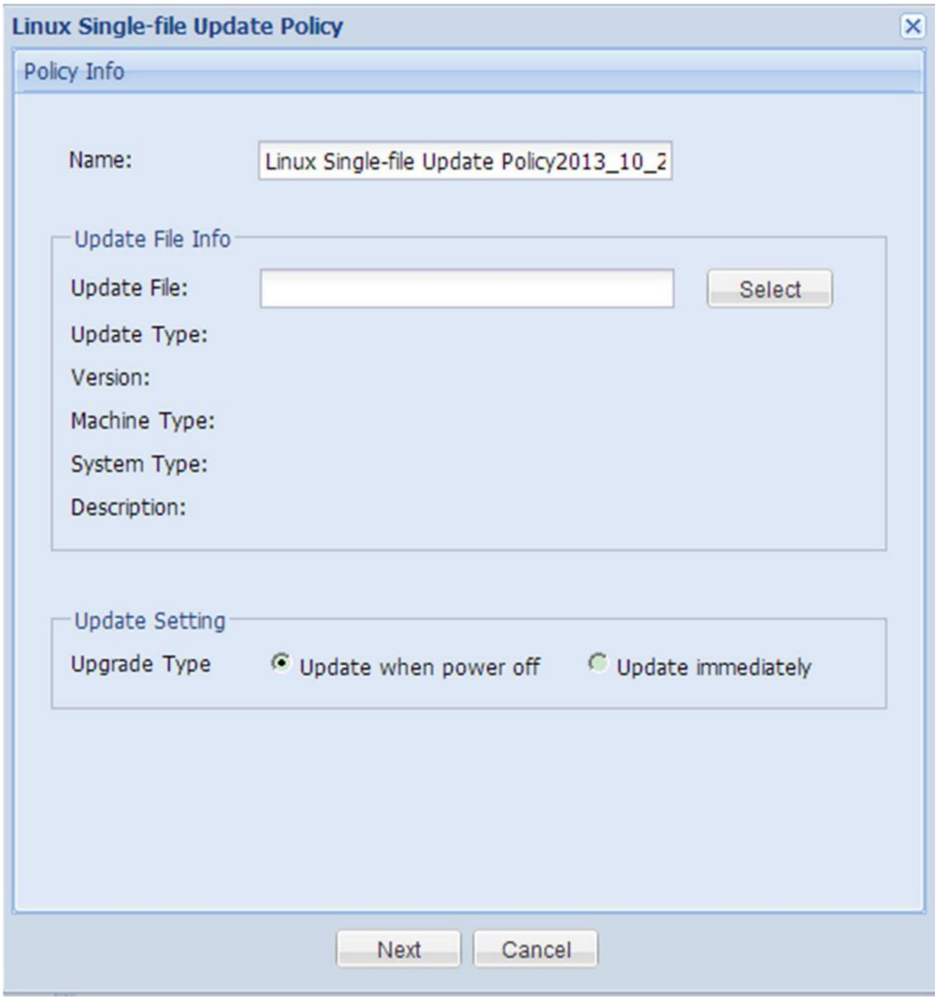
Linux Single-file Update Policy

To create Linux single-file update policy, perform the following steps:

1. On the navigation bar, click "**Policy Center**" to enter the Policy Center management interface.
2. Click "**Add Policy > Linux Single-file Update Policy**".



3. On "**Linux Single-file Update Policy**" configuration interface, edit policy name (optional) and click "**Select**".



Linux Single-file Update Policy

Policy Info

Name: Linux Single-file Update Policy2013_10_2

Update File Info

Update File:

Update Type:

Version:

Machine Type:

System Type:

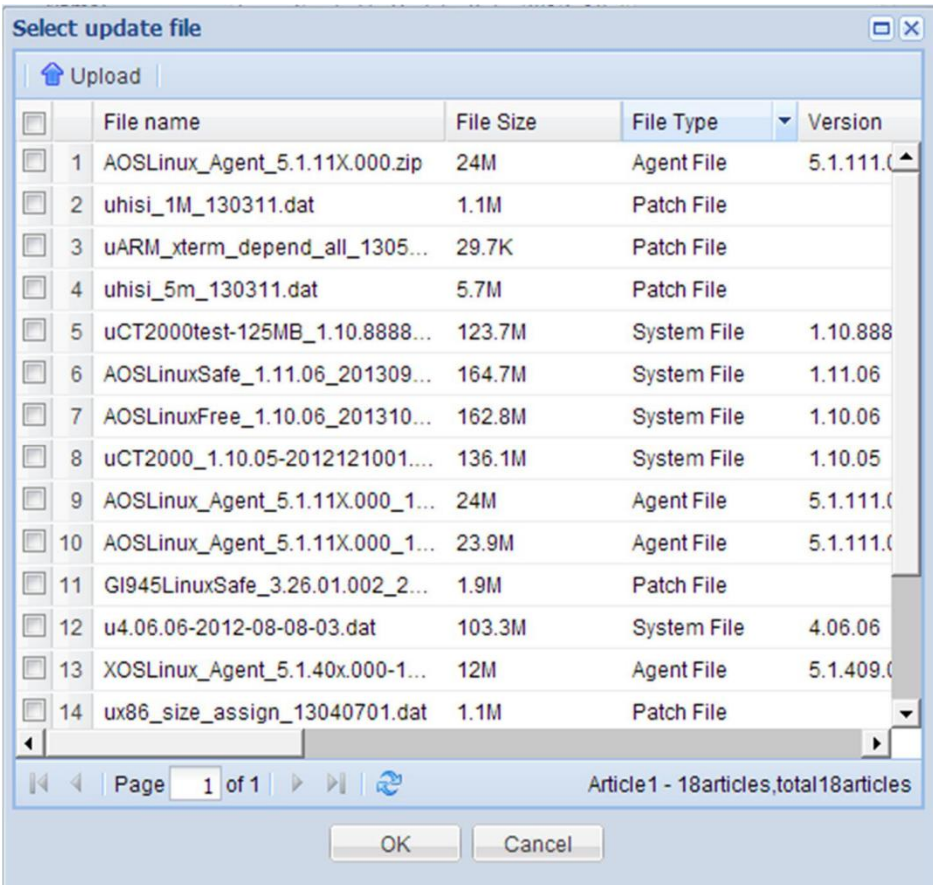
Description:

Update Setting

Upgrade Type ● Update when power off ○ Update immediately

4. Select one target update file from the file list and click "**OK**".

   To upload a new file, click **"Upload"** and follow the instructions in the wizard. Please refer to 12.1Linux File Deployment for details.



Select update file

Upload

□		File name	File Size	File Type	Version
□	1	AOSLinux_Agent_5.1.11X.000.zip	24M	Agent File	5.1.111.(
□	2	uhisi_1M_130311.dat	1.1M	Patch File	
□	3	uARM_xterm_depend_all_1305...	29.7K	Patch File	
□	4	uhisi_5m_130311.dat	5.7M	Patch File	
□	5	uCT2000test-125MB_1.10.8888...	123.7M	System File	1.10.888
□	6	AOSLinuxSafe_1.11.06_201309...	164.7M	System File	1.11.06
□	7	AOSLinuxFree_1.10.06_201310...	162.8M	System File	1.10.06
□	8	uCT2000_1.10.05-2012121001....	136.1M	System File	1.10.05
□	9	AOSLinux_Agent_5.1.11X.000_1...	24M	Agent File	5.1.111.(
□	10	AOSLinux_Agent_5.1.11X.000_1...	23.9M	Agent File	5.1.111.(
□	11	GI945LinuxSafe_3.26.01.002_2...	1.9M	Patch File	
□	12	u4.06.06-2012-08-08-03.dat	103.3M	System File	4.06.06
□	13	XOSLinux_Agent_5.1.40x.000-1...	12M	Agent File	5.1.409.(
□	14	ux86_size_assign_13040701.dat	1.1M	Patch File	

Page 1 of 1　Article1 - 18articles,total18articles

OK　Cancel

5. Configure upgrade parameters and click "**Next**".

Update Setting

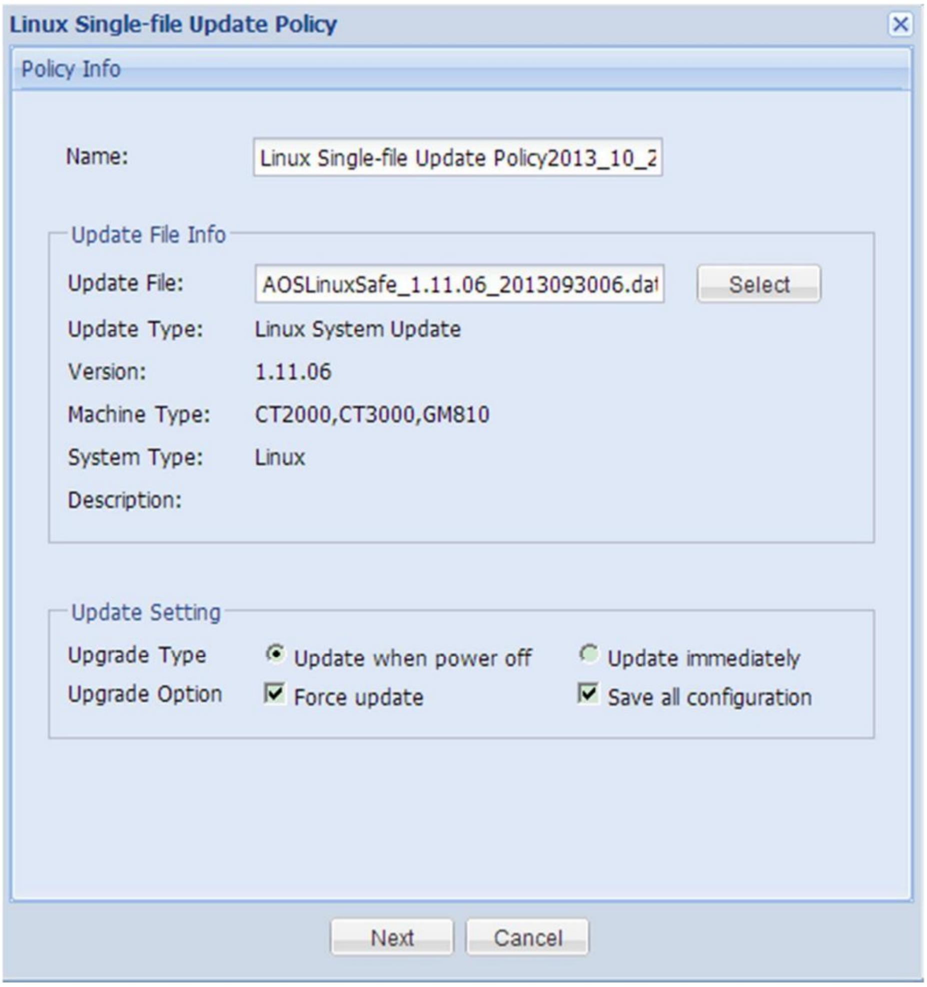
If the update file selected is a system file, system upgrade options will appear.

Upgrade Type ⌘ Update when power off: to start update when the client is shut down normally and then shut down the client upon completion.

⌘ Update immediately: to prompt the client user to update immediately after the client has downloaded the update file, yet client user can choose to postpone the update.

Update Setting

By default, **"Force update"** and **"Save all configuration"** have been enabled (applicable to operating system upgrade).



Linux Single-file Update Policy

Policy Info

Name: Linux Single-file Update Policy2013_10_2

Update File Info

Update File: AOSLinuxSafe_1.11.06_2013093006.dat

Update Type: Linux System Update

Version: 1.11.06

Machine Type: CT2000,CT3000,GM810

System Type: Linux

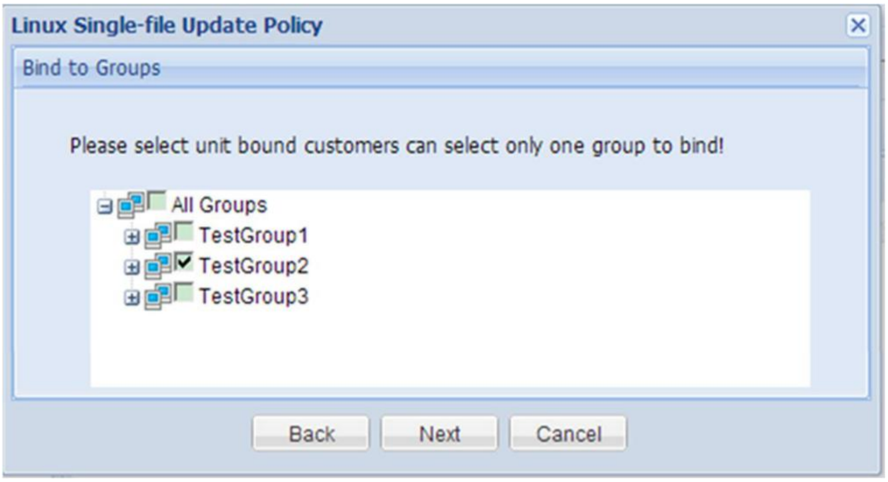
Description:

Update Setting

Upgrade Type ● Update when power off ○ Update immediately

Upgrade Option ☑ Force update ☑ Save all configuration

6. Select one client group to be bound and click "**Next**".



Linux Single-file Update Policy

Bind to Groups

Please select unit bound customers can select only one group to bind!

- □ All Groups
  - □ TestGroup1
  - ☑ TestGroup2
  - □ TestGroup3

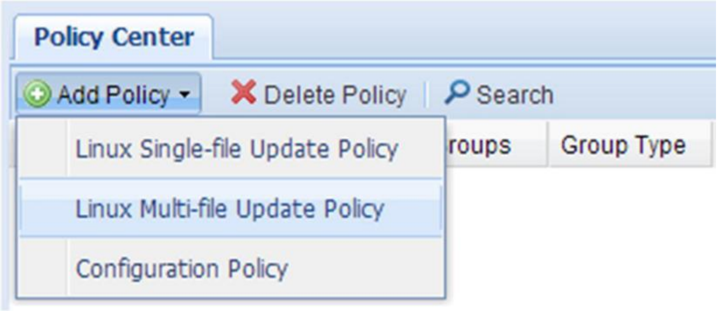
7. Select the OS version of clients on the **"Plan Wizard"** interface, configure the task plan or keep default settings and then click **"Finish"**.
8. On the navigation bar, click **"Task Manager"** to enter the task management interface and view upgrade status and result in the **"Policy Center Task"**.

The Policy Center tasks are always effective. You can periodically view the upgrade progress and result.

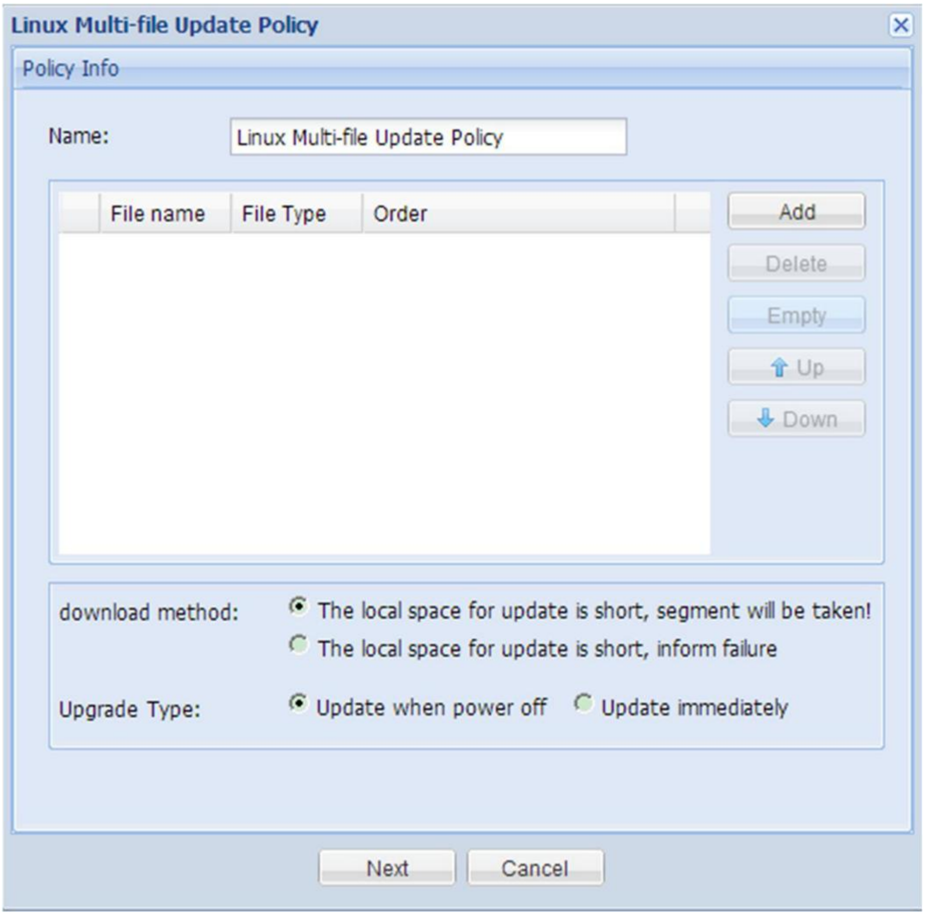
Linux Multi-file Update Policy

To create Linux multi-file update policy, perform the following steps:

1. On the navigation bar, click "**Policy Center"** to enter the Policy Center management interface.
2. Click "**Add Policy > Linux Multi-file Update Policy**".



3. On "**Linux Multi-file Update Policy**" configuration interface, edit policy name (optional) and click "**Add**".



Name: Linux Multi-file Update Policy

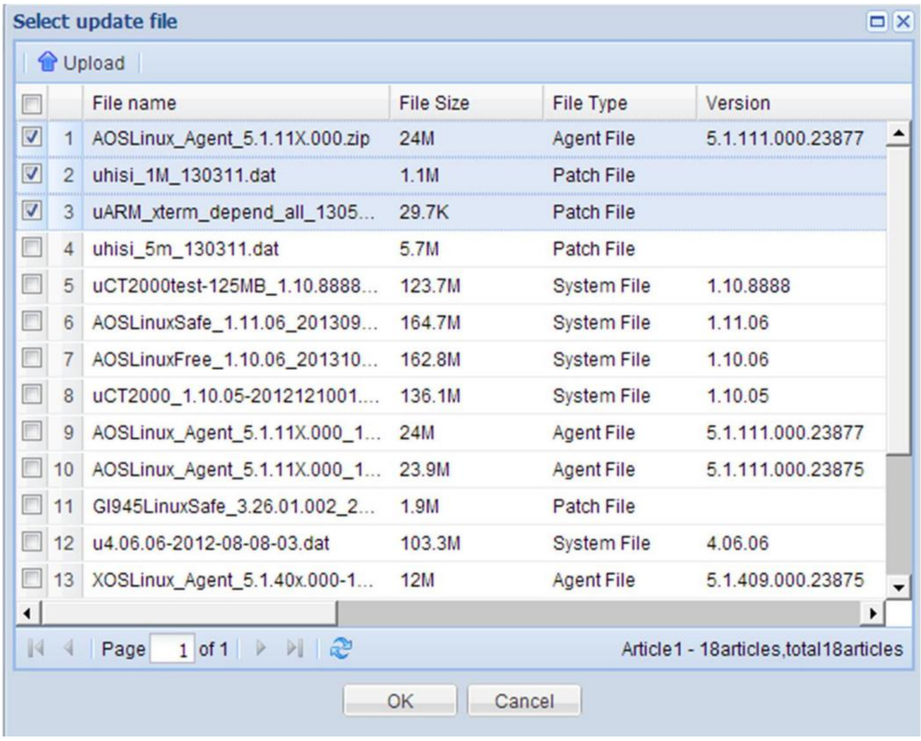
File name	File Type	Order

download method: ● The local space for update is short, segment will be taken! ○ The local space for update is short, inform failure

Upgrade Type: ● Update when power off ○ Update immediately

4. Select one or more target update files from the file list and click "**OK**".

To upload a new file, click **"Upload"** and follow the instructions in the wizard. Please refer to 12.1Linux File Deployment for details.



Select update file

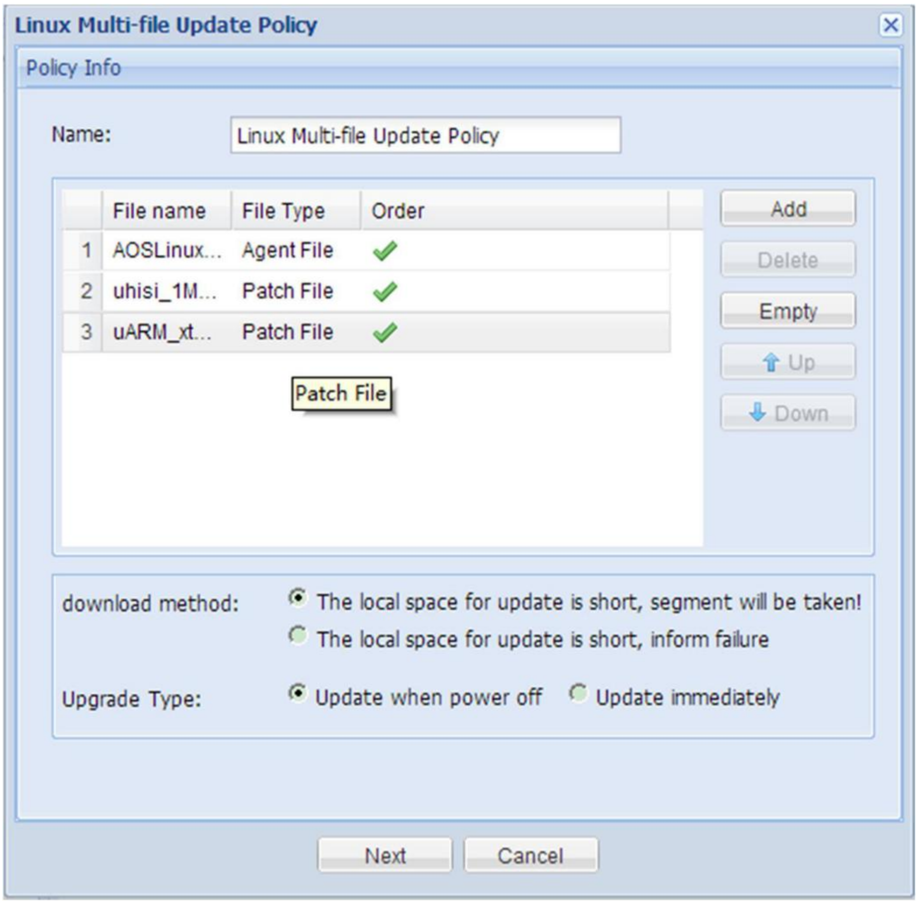
Upload

□		File name	File Size	File Type	Version
☑	1	AOSLinux_Agent_5.1.11X.000.zip	24M	Agent File	5.1.111.000.23877
☑	2	uhisi_1M_130311.dat	1.1M	Patch File	
☑	3	uARM_xterm_depend_all_1305...	29.7K	Patch File	
□	4	uhisi_5m_130311.dat	5.7M	Patch File	
□	5	uCT2000test-125MB_1.10.8888...	123.7M	System File	1.10.8888
□	6	AOSLinuxSafe_1.11.06_201309...	164.7M	System File	1.11.06
□	7	AOSLinuxFree_1.10.06_201310...	162.8M	System File	1.10.06
□	8	uCT2000_1.10.05-2012121001....	136.1M	System File	1.10.05
□	9	AOSLinux_Agent_5.1.11X.000_1...	24M	Agent File	5.1.111.000.23877
□	10	AOSLinux_Agent_5.1.11X.000_1...	23.9M	Agent File	5.1.111.000.23875
□	11	GI945LinuxSafe_3.26.01.002_2...	1.9M	Patch File	
□	12	u4.06.06-2012-08-08-03.dat	103.3M	System File	4.06.06
□	13	XOSLinux_Agent_5.1.40x.000-1...	12M	Agent File	5.1.409.000.23875

Page 1 of 1

Article1 - 18articles,total18articles

5. Edit policy conditions and click "**Next**".



Linux Multi-file Update Policy

Policy Info

Name: Linux Multi-file Update Policy

	File name	File Type	Order
1	AOSLinux...	Agent File	✓
2	uhisi_1M...	Patch File	✓
3	uARM_xt...	Patch File	✓

download method: ● The local space for update is short, segment will be taken! ○ The local space for update is short, inform failure

Upgrade Type: ● Update when power off ○ Update immediately

Order of update files

You can add, delete or clear update files, or move up/down update files to change the order. ✓ indicates that the sequence of file update is correct, while ✗indicates that the sequence is inappropriate, and you will need to change the update order or delete this file from the update list.

If the order of all update files is correct (all indicating ✓), then you can proceed to the next step.

Download method

To configure how the file will be downloaded when the local space for update is short. ⌘ Segment will be taken: update process will be continued. ⌘ Inform failure: terminate this update. **Upgrade Type** ⌘ Update when power off: to start update when the client is shut down normally and then shut down the client upon completion.

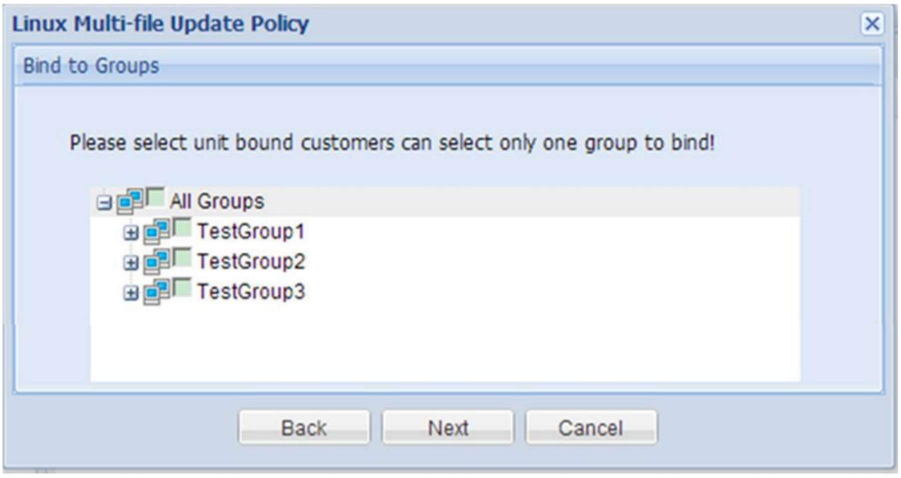
⌘ Update immediately: to prompt the client user to update immediately after the client has downloaded the update file, yet client user can choose to postpone the update.

If the update file selected is a system file, system upgrade options will appear.

Update Setting

By default, **"Force update"** and **"Save all configuration"** have been enabled (applicable to operating system upgrade).

6. Select one client group to be bound and click "**Next**".



Linux Multi-file Update Policy

Bind to Groups

Please select unit bound customers can select only one group to bind!

- All Groups
  - TestGroup1
  - TestGroup2
  - TestGroup3

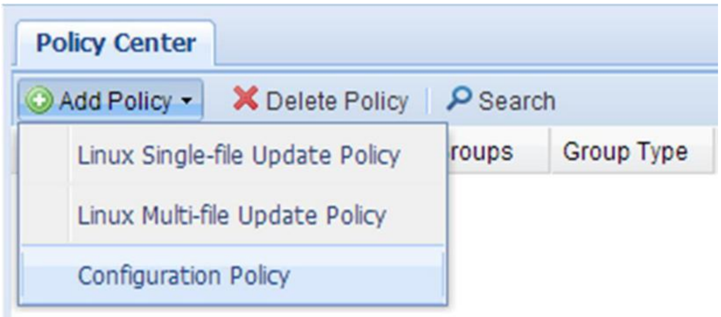
7. Select the OS version of clients on the **"Plan Wizard"** interface, configure the task plan or keep default settings and then click **"Finish"**.
8. On the navigation bar, click **"Task Manager"** to enter the task management interface and view upgrade status and result in the **"Policy Center Task"**.

The Policy Center tasks are always effective. You can periodically view the upgrade progress and result.

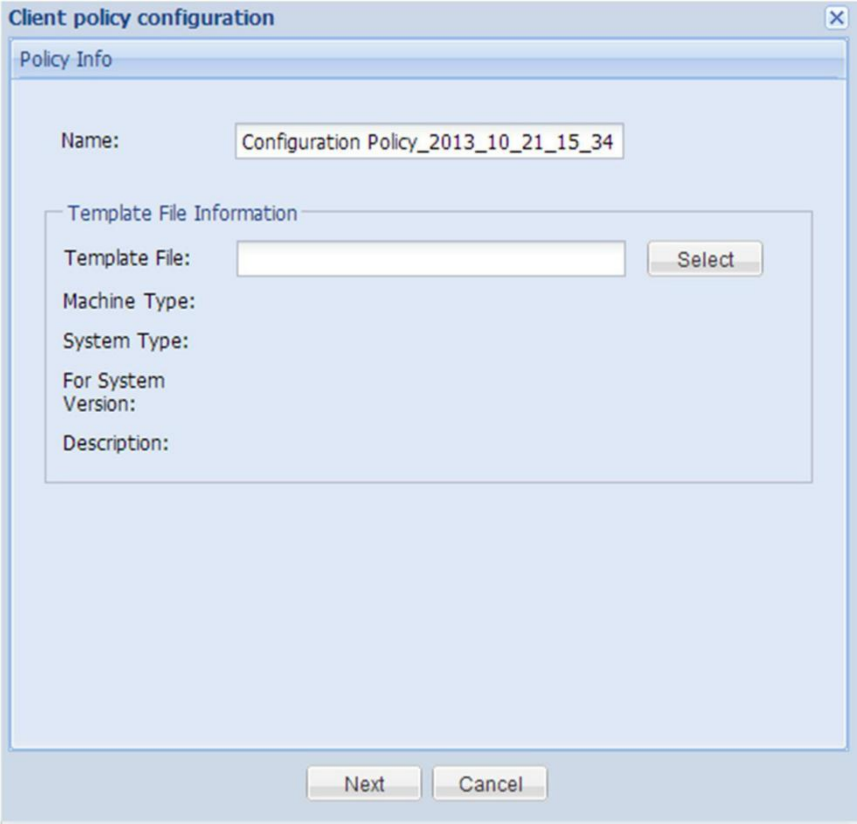
Client Configuration Policy

To create client configuration policy, perform the following steps:

1. On the navigation bar, click **"Policy Center"** to enter the Policy Center management interface.
2. Click **"Add Policy > Configuration Policy"**.



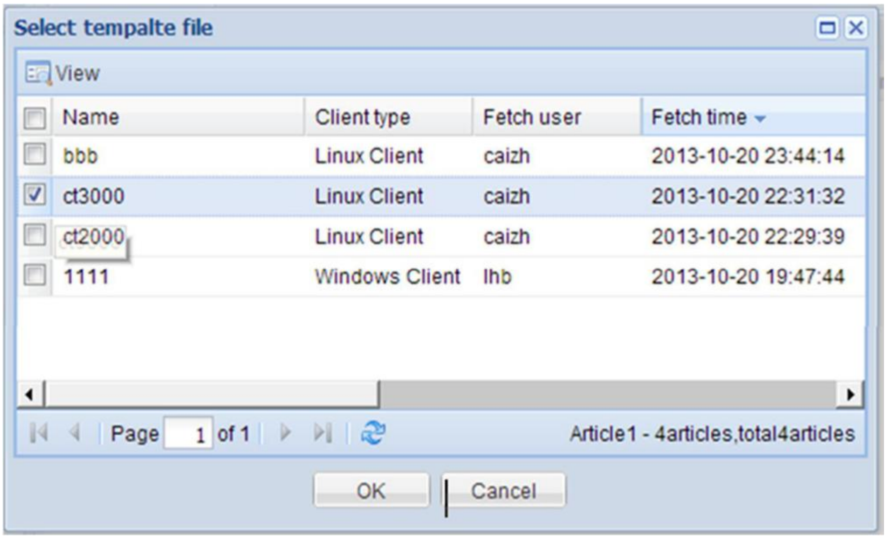
3. On the "**Client policy configuration**" interface, edit policy name (optional) and click "**Select**".



Name: Configuration Policy_2013_10_21_15_34

4. Select one template file from the file list and click "**OK**".

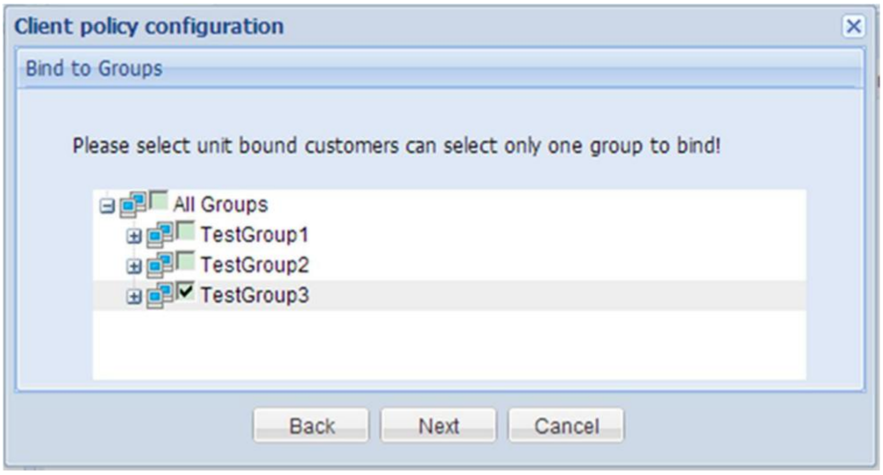
Click **"View"** to view the detailed configuration information of this template file.



□	Name	Client type	Fetch user	Fetch time
□	bbb	Linux Client	caizh	2013-10-20 23:44:14
☑	ct3000	Linux Client	caizh	2013-10-20 22:31:32
□	ct2000	Linux Client	caizh	2013-10-20 22:29:39
□	1111	Windows Client	lhb	2013-10-20 19:47:44

Article1 - 4articles,total4articles

5. On the "**Client policy configuration**" interface, click "**Next**".
6. Select one client group to be bound and click "**Next**".



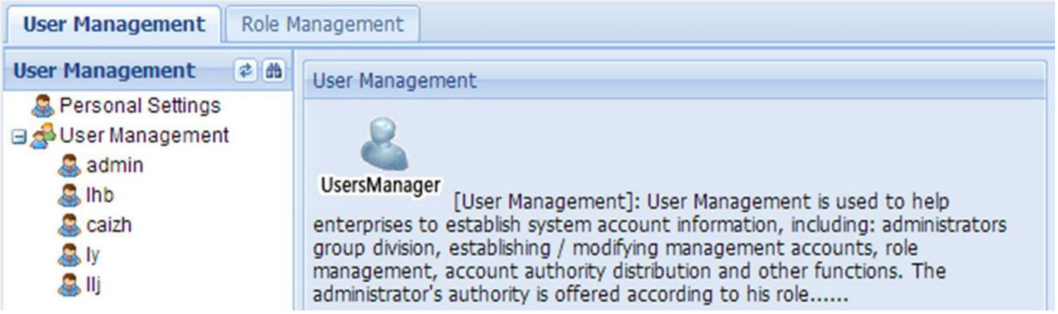
Please select unit bound customers can select only one group to bind!

7. Select the OS version of clients on the **"Plan Wizard"** interface, configure the task plan or keep default settings and then click **"Finish"**.
8. On the navigation bar, click **"Task Manager"** to enter the task management interface and view upgrade status and result in the **"Policy Center Task"**.

The Policy Center tasks are always effective. You can periodically view the upgrade progress and result.

15 User Management

Users indicates the system administrators of CCCM. According to the permissions granted, users can perform one or multiple operations shown below: ⌘ Edit personal registration information and password; ⌘ Create new users and user groups; ⌘ Set user as the person in charge; ⌘ Create new roles assigned with one or multiple permissions.



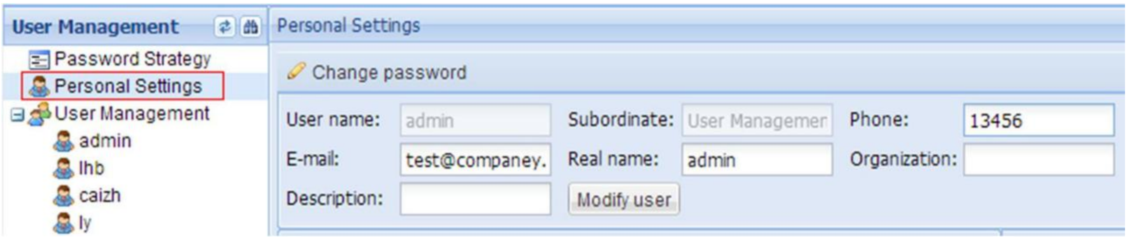
[User Management]: User Management is used to help enterprises to establish system account information, including: administrators group division, establishing / modifying management accounts, role management, account authority distribution and other functions. The administrator's authority is offered according to his role......

15.1 Personal Settings

Modify personal information

To modify personal information, perform the following steps:

1. On the navigation bar, click "**Common > User Control**" to enter the user management interface.



User name: admin
Subordinate: User Managemer
Phone: 13456
E-mail: test@companey.
Real name: admin
Organization:
Description:

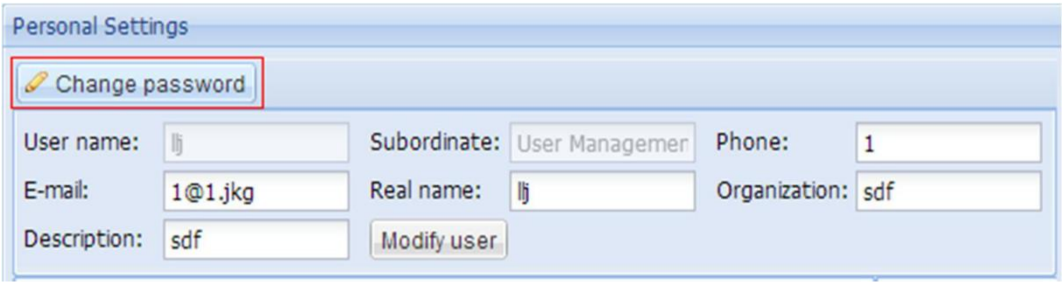
2. In the "**User Management"** pane, click "**Personal Settings**".
3. Edit personal information and click "**Modify user**" to save.

The user can modify all personal information other than the resource information and role information (if this user is a **"person in charge"**, he/she can then modify the resource information).

Change password

To change password, perform the following steps:

1. On the navigation bar, click "**Common > User Control**" to enter the user management interface.
2. In the "**User Management**" pane, click "**Personal Settings**".
3. On the "**Personal Settings**" panel, click "**Change password"**.



User name: llj
Subordinate: User Managemer
Phone: 1
E-mail: 1@1.jkg
Real name: llj
Organization: sdf
Description: sdf

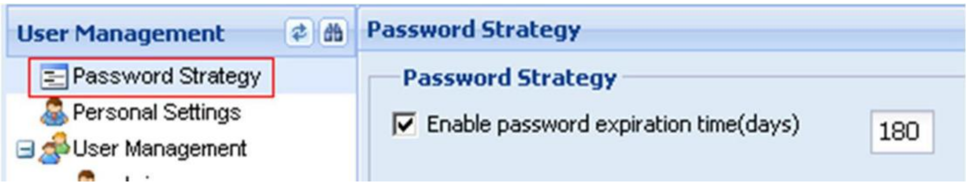
4. In the password dialog box, enter the original password and new password, confirm the new password and then click "**OK**" to save.

15.2 Password Strategy

Administrator **"admin"** can set the expiration time for the password. Upon password expiration, the user will be requested to change the password upon login.

To set the expiration time for password, perform the following steps:

1. Use "**admin**" account to log in the system.
2. On the navigation bar, click "**Common > User Control**" to enter the user management interface.
3. In the "**User Management"** pane, click "**Password Strategy".**
4. Check **"Enable password expiration time (days)**", enter the value in days and then click "**Save**".



☑ Enable password expiration time(days) 180

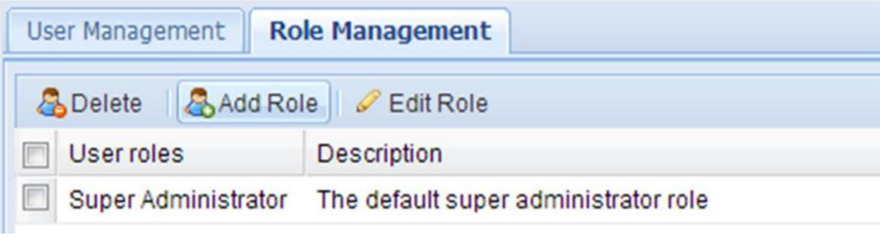
15.3 Role Management

A role defines how the user will manage the system. Each role contains at least one permission. The administrator may have one or multiple roles.

Add role

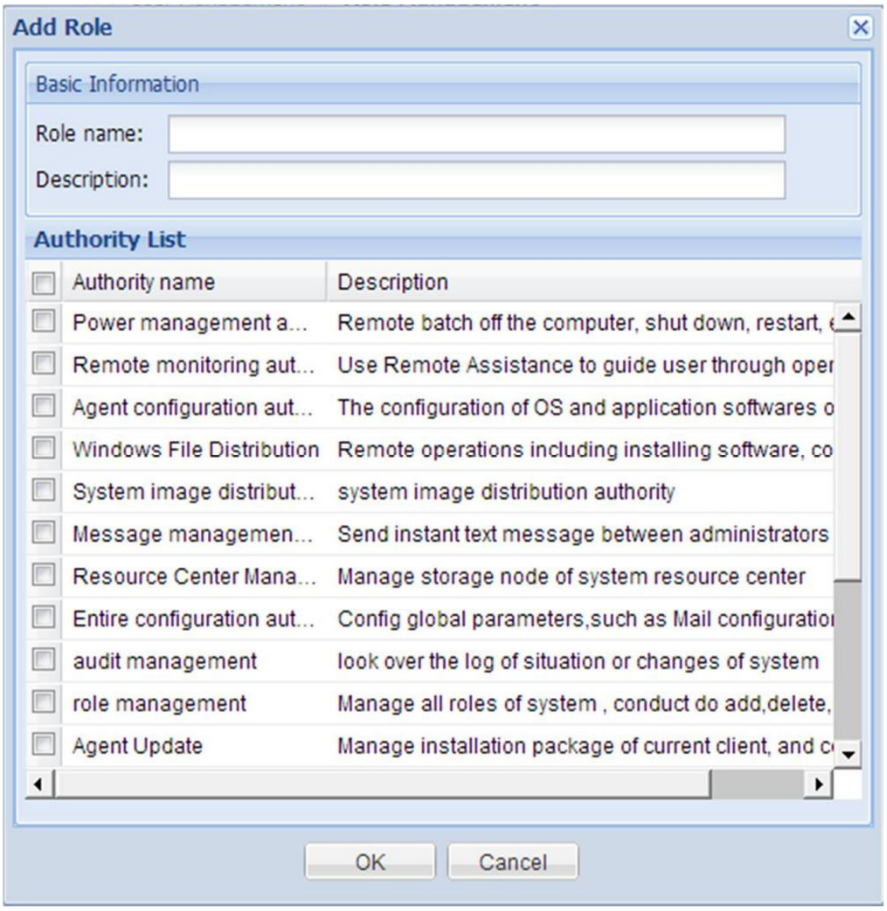
To add role, perform the following steps:

1. Use "**admin**" account or any account set as the person in charge to log in the system.
2. On the navigation bar, click "**Common > User Control > Role Management"** to enter the role management interface.



□	User roles	Description
□	Super Administrator	The default super administrator role

3. Click "**Add Role**" and enter role name and description in the new window. Select the required permissions and click "**OK**".



Add Role

Basic Information

Role name:

Description:

Authority List

□	Authority name	Description
□	Power management a...	Remote batch off the computer, shut down, restart, e
□	Remote monitoring aut...	Use Remote Assistance to guide user through oper
□	Agent configuration aut...	The configuration of OS and application softwares o
□	Windows File Distribution	Remote operations including installing software, co
□	System image distribut...	system image distribution authority
□	Message managemen...	Send instant text message between administrators
□	Resource Center Mana...	Manage storage node of system resource center
□	Entire configuration aut...	Config global parameters,such as Mail configuratio
□	audit management	look over the log of situation or changes of system
□	role management	Manage all roles of system , conduct do add,delete,
□	Agent Update	Manage installation package of current client, and c

Edit role

To edit role, perform the following steps:

1. Use "**admin**" account or any account set as the person in charge to log in the system.
2. On the navigation bar, click **"Common > User Control > Role Management**" to enter the role management interface.
3. Click **"Edit Role**" and edit role name and description. Select the required permissions and click "**OK**".

Delete role

To delete role, perform the following steps:

1. Use "**admin**" account or any account set as the person in charge to log in the system.
2. On the navigation bar, click "**Common > User Control > Role Management**" to enter the role management interface.
3. Click "**Delete**".
4. In the confirmation dialog box, click "**OK**".

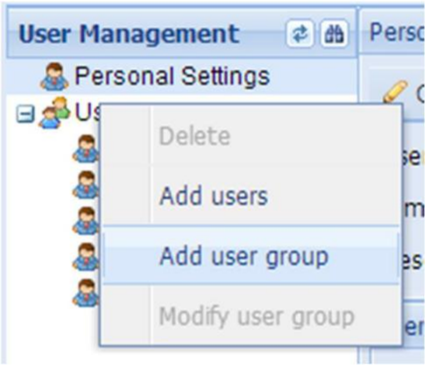
15.4 User Management

After CCCM installation is completed, the default username is **"admin"** and default password is **"Admin123!@#"**. During first-time login, **"admin"** user must change the initial password, and the new password must have at least 8 characters containing letters (case sensitive), digits and special symbols. The user can configure the user/group, role and the corresponding permissions. A user can be assigned with different roles. A role is the combination of one or multiple permissions, with each permission corresponding to different system privileges.

Create user group

To create user group, perform the following steps:

1. On the navigation bar, click "**Common > User Control"** to enter the user management interface.
2. In the "**User Management**" pane, right-click "**User Management"** or any existing user group and select **"Add user group**".



3. Enter group name and description and then click "**OK**".

Modify user group

To modify the name and description of user group, perform the following steps:

1. On the navigation bar, click **"Common > User Control"** to enter the user management interface.
2. In the **"User Management**" pane, right-click the user group to be modified and select **"Modify user group"**.
3. Edit user group information and click "**OK**".

Delete user group

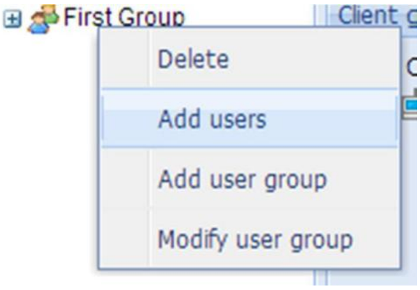
To delete user group, perform the following steps:

1. On the navigation bar, click "**Common > User Control**" to enter the user management interface.
2. In the "**User Management**" pane, right-click the user group to be deleted and select "**Delete user group**".
3. In the confirmation dialog box, click "**OK**".

Create user

To create user, perform the following steps:

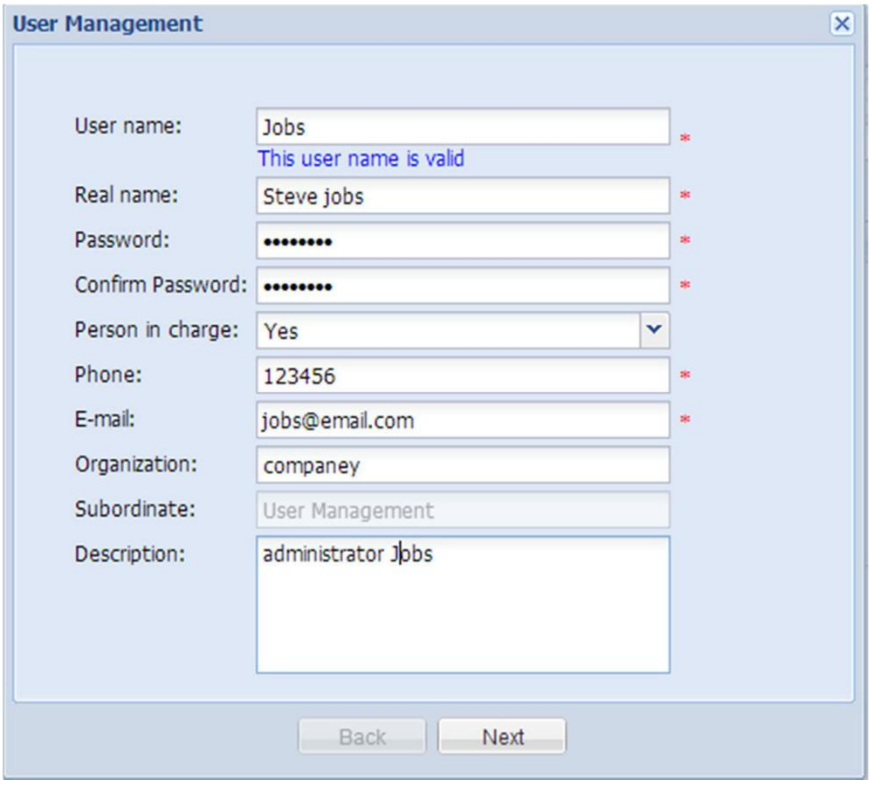
1. Use "**admin**" account or any account set as the person in charge to log in the system.
2. On the navigation bar, click "**Common > User Control**" to enter the user management interface.
3. In the **"User Management**" pane, right-click "**User Management**" or any subordinate group node and select "**Add users**".



4. Enter user information and click "**Next**".

Note:

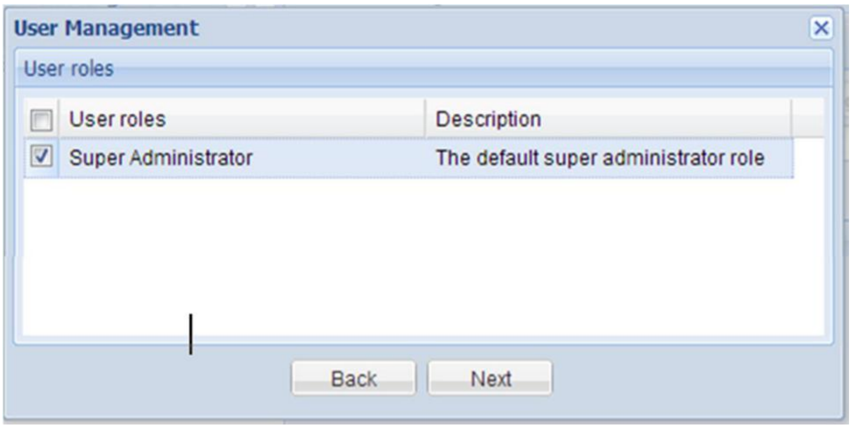
Person in charge: this user can govern all users in the same user group.



User Management

User name:	Jobs * This user name is valid
Real name:	Steve jobs *
Password:	•••••••• *
Confirm Password:	•••••••• *
Person in charge:	Yes
Phone:	123456 *
E-mail:	jobs@email.com *
Organization:	companey
Subordinate:	User Management
Description:	administrator Jobs

5. Assign role(s) and click "**Next**".



User Management

User roles

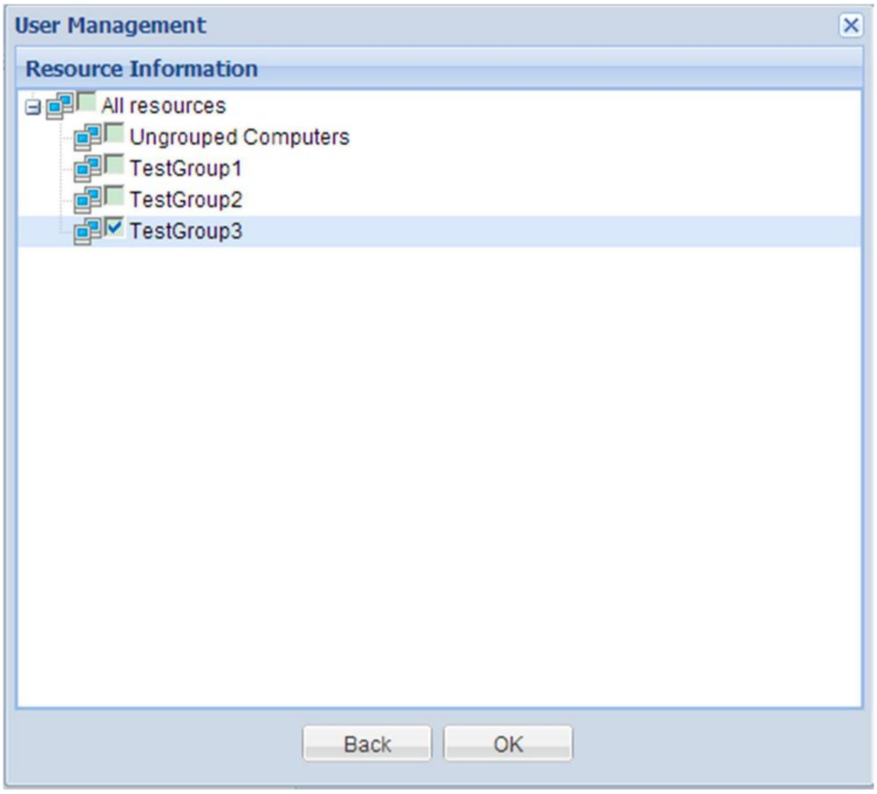
□ User roles	Description
☑ Super Administrator	The default super administrator role

6. Assign client resources.

The resources imply the clients that can be managed by the user. Upon login, the user can only see the clients that can be managed by him/her.

Note:

> If no client/group is assigned to this user, the "**Ungrouped Computers**" must be assigned to the user.



7. Click "**OK**" to complete user creation.

Modify user

To modify user, perform the following steps:

1. Use "**admin**" account or any account set as the person in charge to log in the system.
2. On the navigation bar, click "**Common > User Control**" to enter the user management interface.
3. In the "**User Management**" pane, right-click "**User Management**" or any subordinate group node and select "**Modify**".
4. Edit user information and click "**Next**".
5. Assign role(s) and click "**Next**".
6. Assign client resources and click "**OK**".

Delete user

To delete user, perform the following steps:

1. Use "**admin**" account or any account set as the person in charge to log in the system.
2. On the navigation bar, click "**Common > User Control**" to enter the user management interface.
3. In the **"User Management"** pane, right-click "**User Management**" or any subordinate group node and select "**Delete**".

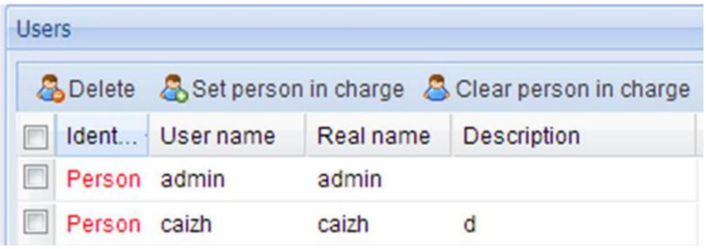
4. Click "**OK**".

Set person in charge

The user set as person in charge can govern all users in the same user group. This user can view, modify and delete user(s) and set another user as (or clear) person in charge.

To set a user as person in charge, perform the following steps:

1. Use "**admin**" account or any account set as the person in charge to log in the system.
2. On the navigation bar, click "**Common > User Control**" to enter the user management interface.
3. In the "**User Management**" pane, right-click "**User Management"** or any subordinate group node.
4. In the list on the right side, manage the **"Person in charge**" of this group.
   - Select the user and click "**Set person in charge**" to set the selected user as the person in charge.
   - Select the user and click "**Clear person in charge**" to discharge the selected user from the role of "**person in charge**".



□	Ident...	User name	Real name	Description
□	Person	admin	admin	
□	Person	caizh	caizh	d

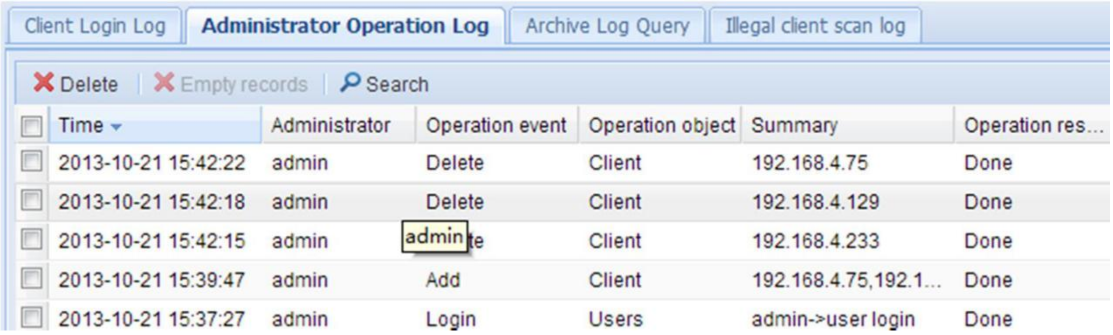
16 Audit Management

Audit Management provides **"Administrator Operation Log"**, **"Client Login Log"**, **"Archive Log Query"** and **"Illegal client scan log"**. The administrator can query and manage these logs as needed.

16.1 Administrator Operation Log

The Administrator Operation Log records the management operations done by the administrator, including operation event, operation object and operation result.

On the navigation bar, click **"Common > Audit Management > Administrator Operation Log"** to enter the operation interface.



Time	Administrator	Operation event	Operation object	Summary	Operation res...
2013-10-21 15:42:22	admin	Delete	Client	192.168.4.75	Done
2013-10-21 15:42:18	admin	Delete	Client	192.168.4.129	Done
2013-10-21 15:42:15	admin	admin te	Client	192.168.4.233	Done
2013-10-21 15:39:47	admin	Add	Client	192.168.4.75,192.1...	Done
2013-10-21 15:37:27	admin	Login	Users	admin->user login	Done

The user can perform the following operations on the log:

⌘ Search: Click "**Search**" button and type the keyword on the expanded search panel to search.

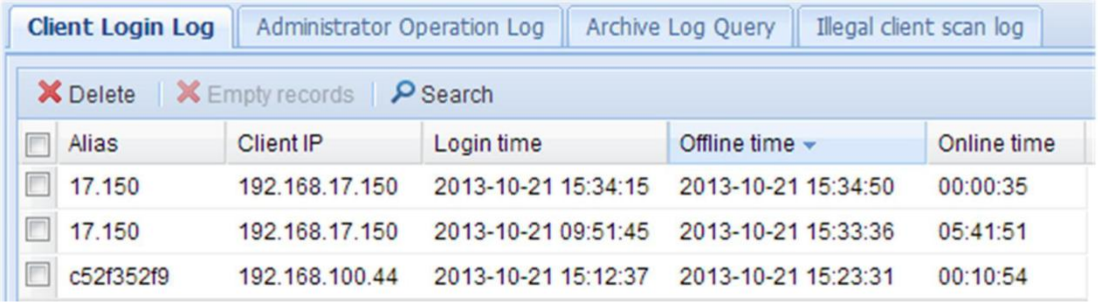
⌘ Delete: Select one or more log entries and click "**Delete**" button. ⌘

Empty records: Only administrator "**admin**" has such permission.

16.2 Client Login Log

"Client Login Log" is used to view the login records of clients, including login time, offline time, online time, etc.

On the navigation bar, click **"Common > Audit Management > Client Login Log"** to enter the operation interface.



Alias	Client IP	Login time	Offline time	Online time
17.150	192.168.17.150	2013-10-21 15:34:15	2013-10-21 15:34:50	00:00:35
17.150	192.168.17.150	2013-10-21 09:51:45	2013-10-21 15:33:36	05:41:51
c52f352f9	192.168.100.44	2013-10-21 15:12:37	2013-10-21 15:23:31	00:10:54

The user can perform the following operations on the log:

⌘ Search: Click "**Search**" button and type the keyword on the expanded search panel to search.

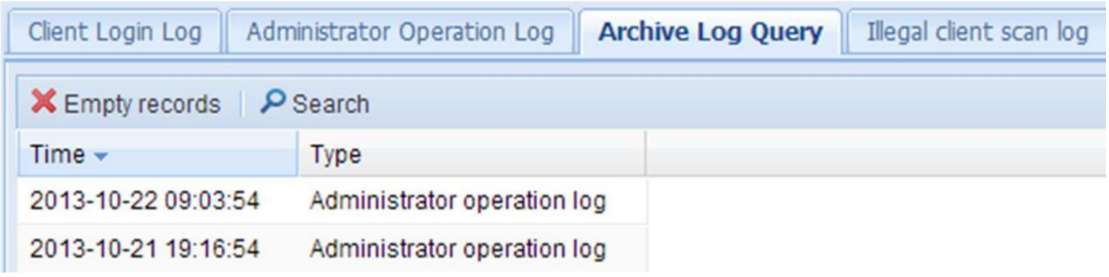
⌘ Delete: Select one or more log entries and click "**Delete**" button. ⌘

Empty records: Only administrator "**admin**" has such permission.

16.3 Archive Log Query

The archive log contains logs stored in the system.

On the navigation bar, click **"Common > Audit Management > Archive Log Query"** to enter the operation interface.



Time	Type
2013-10-22 09:03:54	Administrator operation log
2013-10-21 19:16:54	Administrator operation log

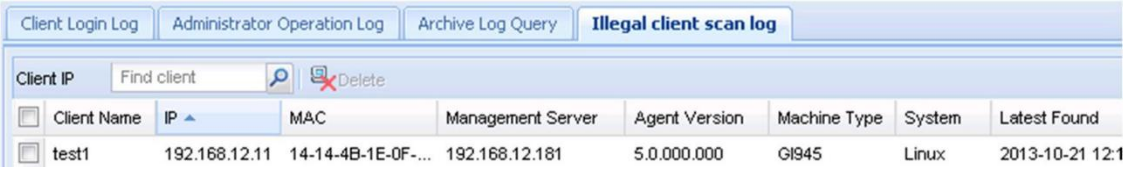
The user can perform the following operations on the log:

- Search: Click "**Search**" button and type the keyword on the expanded search panel to search.
- Empty records: Only administrator "**admin**" has such permission.

16.4 Illegal Client Scan Log

Illegal Client Scan Log records illegal clients found by the system. Clients which ought to be controlled by the server but are actually not controlled by the server are all called illegal clients.

On the navigation bar, click **"Common > Audit Management > Illegal Client Scan Log"** to enter the operation interface.



□	Client Name	IP	MAC	Management Server	Agent Version	Machine Type	System	Latest Found
□	test1	192.168.12.11	14-14-4B-1E-0F-...	192.168.12.181	5.0.000.000	GI945	Linux	2013-10-21 12:1

The user can perform the following operations on the log:

- Search: Enter IP address to search.
- Delete: Only "**admin**" administrator has this permission.

17 Global Settings

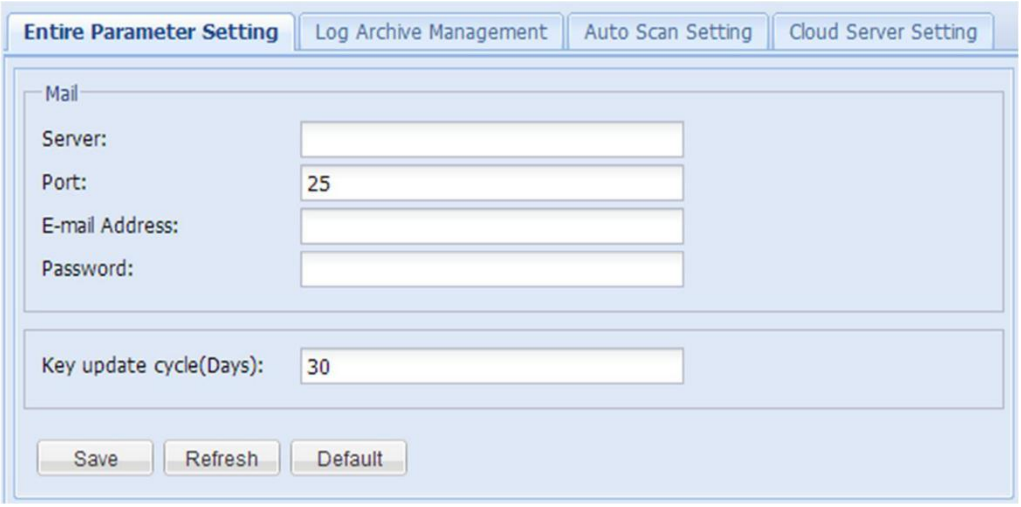
The Global Settings module allows you to configure such global settings as CCCM email, key update cycle, log archive management, cloud server address list, etc.

17.1 Entire Parameter Setting

On the **"Entire Parameter Setting"** page, the administrator can configure the mail server. System systems will be sent via this mail server.

In **"Key update cycle"**, the administrator can set the interval for updating AES communication key.

On the navigation bar, click **"Common > Global Setting > Entire Parameter Setting"** to enter the operation interface.



Mail

Server:

Port: 25

E-mail Address:

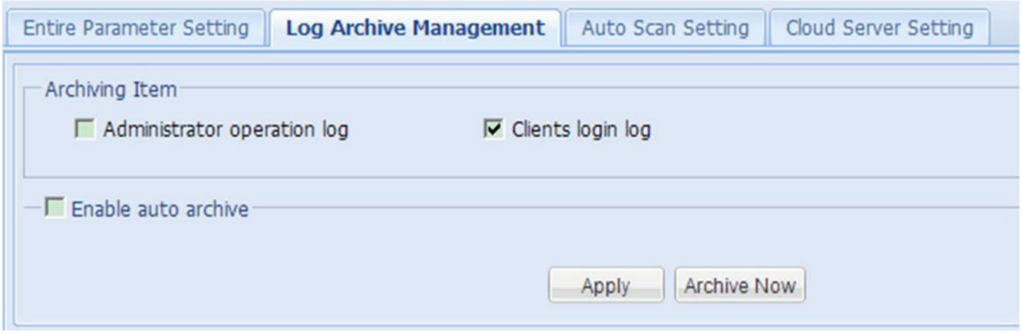
Password:

Key update cycle(Days): 30

17.2 Log Archive Management

To set the archiving item(s) and the interval of automatic archiving.

On the navigation bar, click **"Common > Global Setting > Log Archive Management"** to enter the operation interface.



□ Administrator operation log

☑ Clients login log

□ Enable auto archive

⌘ Enable auto archive

After checking **"Enable auto archive"**, the system will automatically archive logs pursuant to the set interval. ⌘ Archive Now

Click **"Archive Now"** and the system will immediately archive the logs.

17.3 Auto Scan Setting

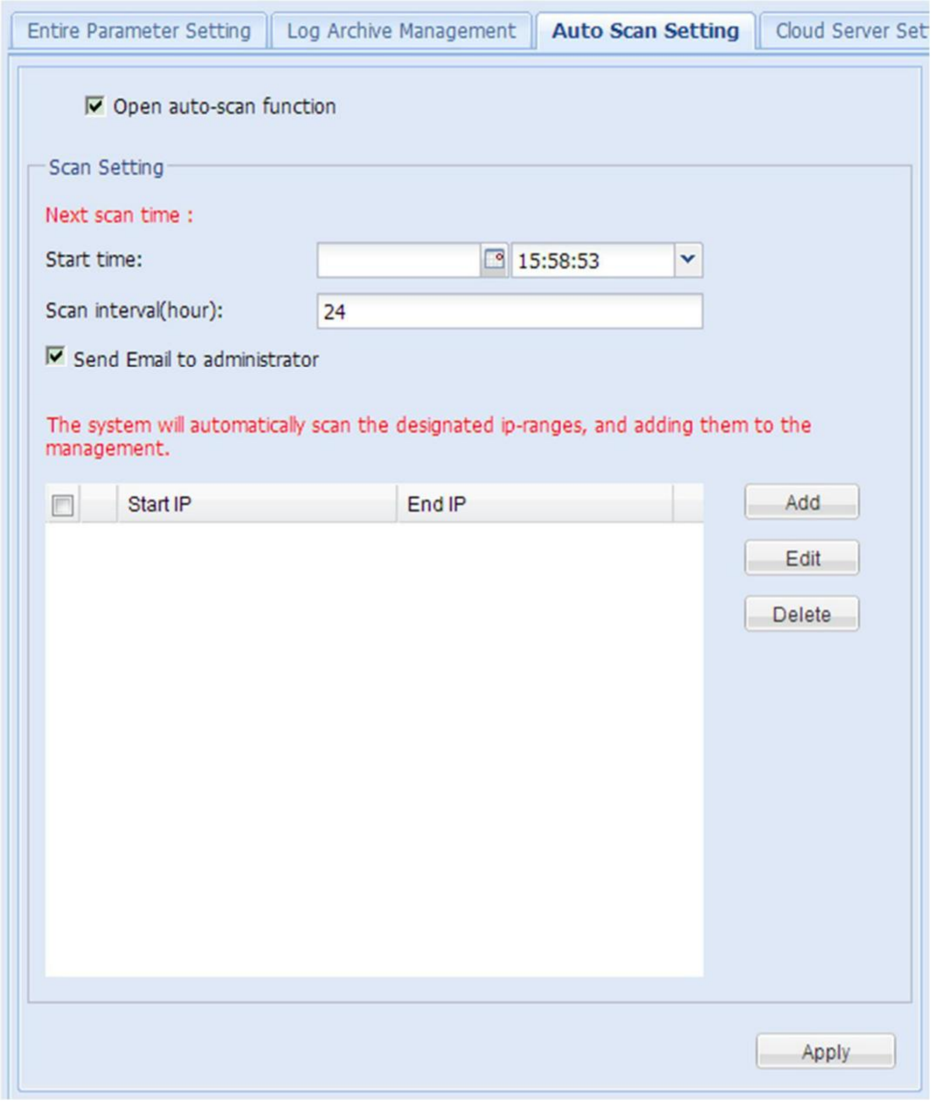
By enabling auto-scan, CCCM will scan the designated IP ranges to find whether or not there are clients which haven't been added to management or clients being controlled by illegal servers. After checking **"Send Email to administrator"**, the system will send to scan results to the system email.

On the navigation bar, click **"Common > Global Setting > Auto Scan Setting"** to enter the operation interface.

Note:

Auto-scan is disabled by default.

When no IP range to be scanned has been configured, CCCM will not proceed with scanning.



☑ Open auto-scan function

Scan Setting

Next scan time :

Start time: 15:58:53

Scan interval(hour): 24

☑ Send Email to administrator

The system will automatically scan the designated ip-ranges, and adding them to the management.

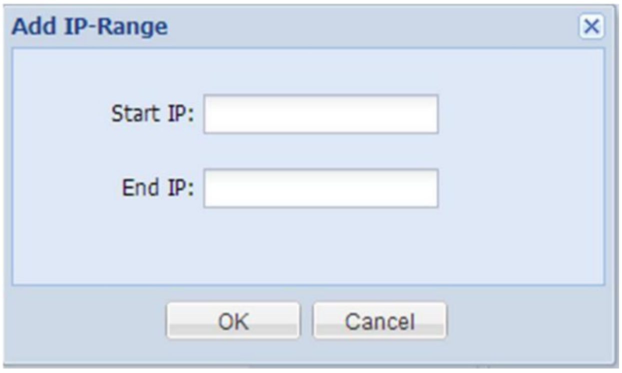
□	Start IP	End IP

To enable or configure auto-scan, perform the following steps:

1. Check **"Open auto-scan function"** to enable auto-scan.
2. Set start time or keep the default setting.
3. Set scan interval (in hours) or keep the default setting. Default: 24 hours; effective range: 1-360 hours.
4. Set to send email t administrator (enabled by default).
5. Click **"Add"** to add the IP ranges.
6. Edit IP range information and click **"OK"**.

Note

One IP range is suggested to include only four Class-C network segments, such as 192.168.1.0 - 192.168.4.255.



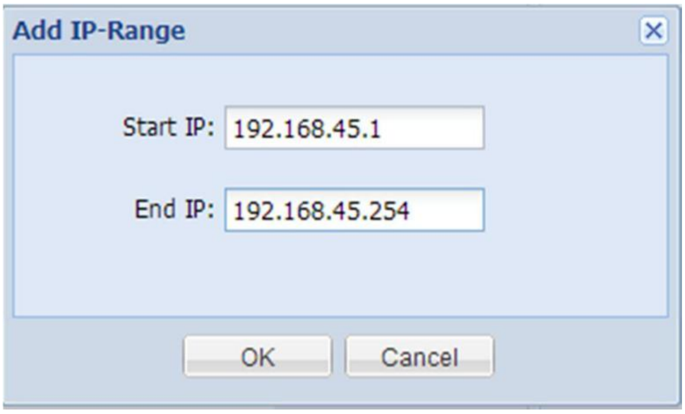
7. Click "**Apply**" to complete configuration.

Manage IP range information

After enabling auto-scan, perform the following steps to scan the IP range(s).

1. On the navigation bar, click "**Common > Global Setting > Auto Scan Setting**" to enter the operation interface.
2. Manage IP range(s). ⌘ Add

Click **"Add"**, enter IP range information and click **"OK"**.

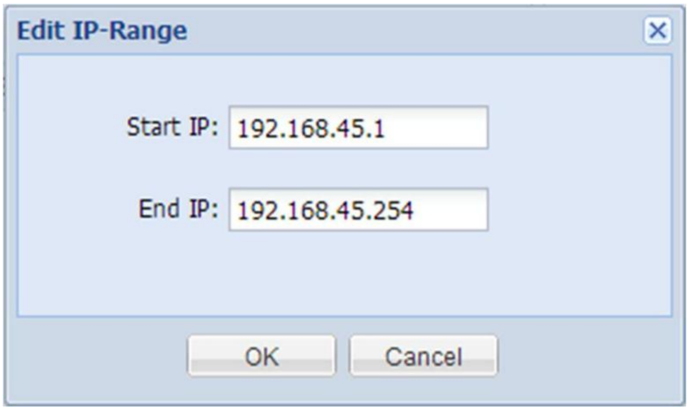

Add IP-Range

Start IP: 192.168.45.1

End IP: 192.168.45.254

⌘ Edit

Select an existing IP range and click **"Edit"**.



Edit IP-Range

Start IP: 192.168.45.1

End IP: 192.168.45.254

After editing IP range, click **"OK"**. ⌘

Delete

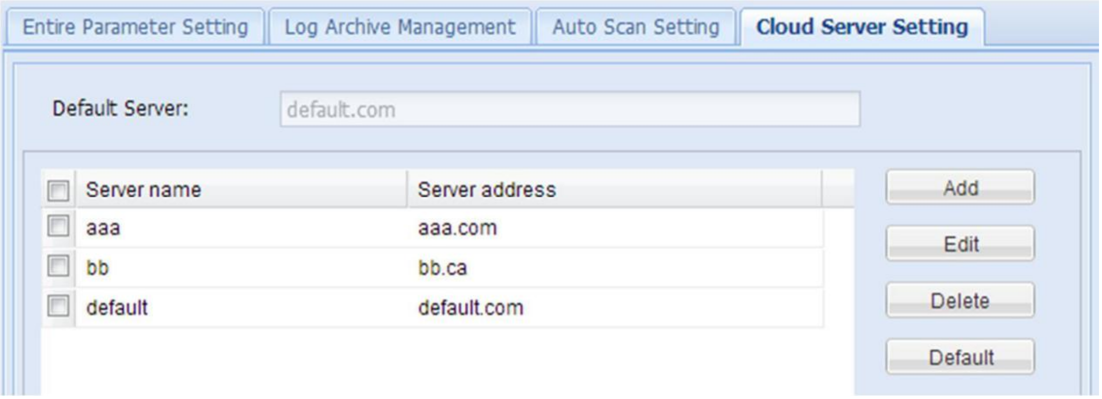
Select an existing IP range and click **"Delete"**.

17.4 Cloud Server Setting

You can create and maintain an list a cloud server addresses on CCCM for server-client synchronization.

To manage the list of cloud server addresses, perform the following steps:

On the navigation bar, click **"Common > Global Setting > Cloud Server Setting"** to enter the operation interface.



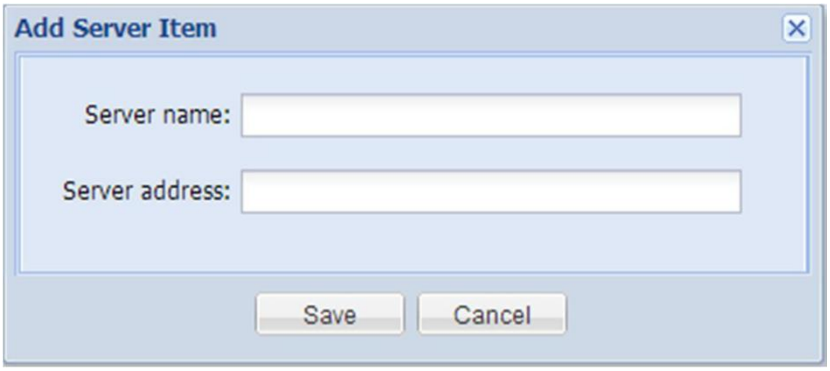
Default Server: default.com

□	Server name	Server address
□	aaa	aaa.com
□	bb	bb.ca
□	default	default.com

Edit server address list

⌘ Add address

Click **"Add"**, enter server name and address and click **"Save"**.



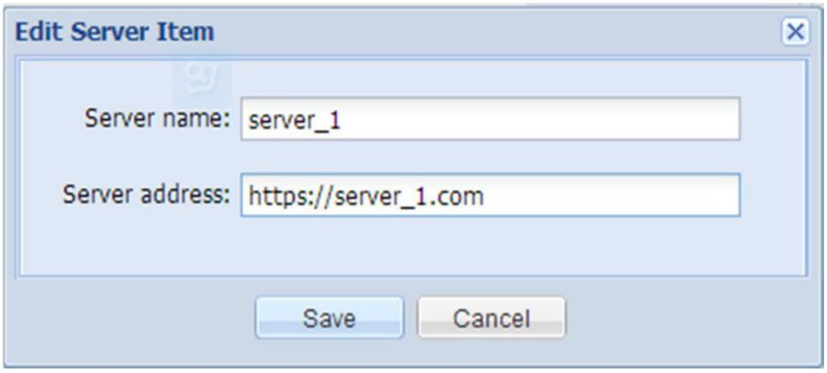
Add Server Item

Server name:

Server address:

⌘ Edit address

Select an existing server address and click **"Edit"**. After editing server name and address, click **"Save"**.



Server name: server_1

Server address: https://server_1.com

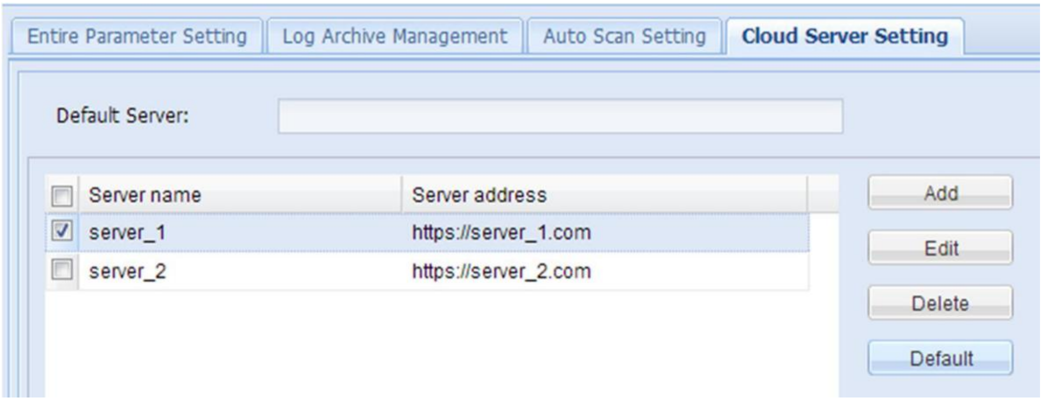
⌘ Delete address

Select an existing server address and click **"Delete"**.

Set the default server address

By setting the default address on the server, the client will use this default address as the current connection address after synchronizing the address list.

Select one server address and click **"Default"**.



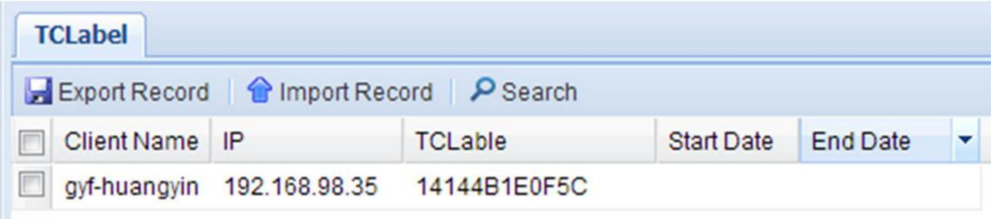
Default Server:

□	Server name	Server address
☑	server_1	https://server_1.com
□	server_2	https://server_2.com

18 Maintenance Management

Maintenance Management allows you to take statistics of the maintenance information of clients managed, import the existing maintenance information and import new maintenance information.

On the navigation bar, click **"Common > Maintenance"** to enter the operation interface.



□	Client Name	IP	TCLable	Start Date	End Date
□	gyf-huangyin	192.168.98.35	14144B1E0F5C		

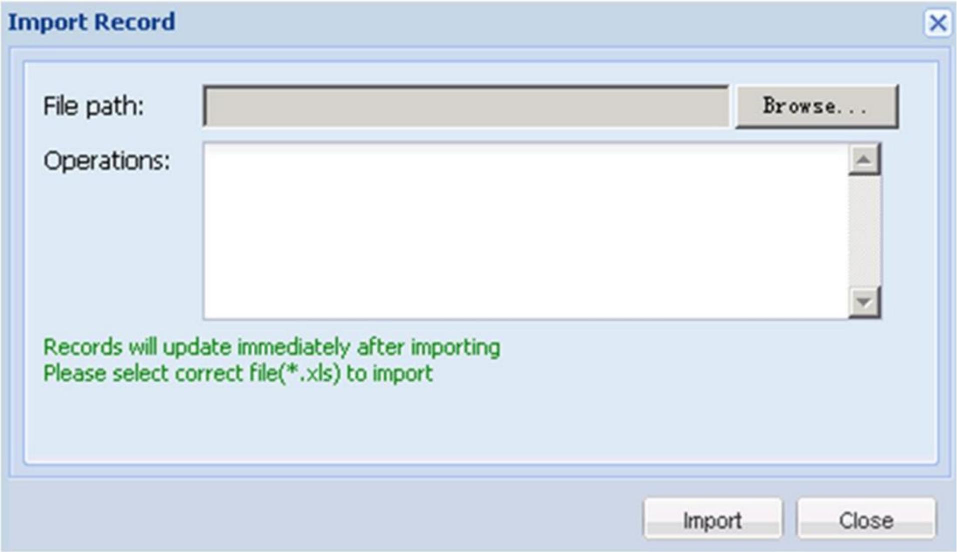
Export Record

Click **"Export Record"** and save the file following the instructions in the wizard. The default file name is **"tclables.xls"**.

Import Record

On the operation interface, click **"Import Record"** to pop up the **"Import Record"** interface. Click **"Browse"** to select file and then click **"Import"** button.

The maintenance file to be imported will be provided by the client manufacturer or service provider.



File path:

Operations:

Records will update immediately after importing
Please select correct file(*.xls) to import

19 Task Management

19.1 Introduction

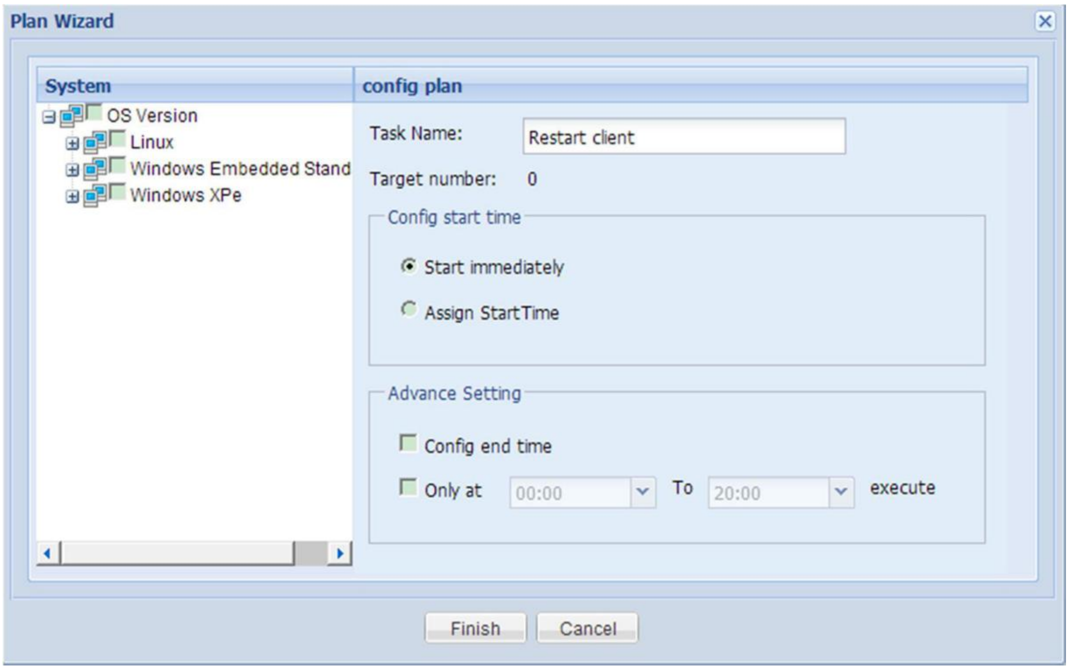
What is task?

A task can be considered as one or a series of commands assigned by the system to the client, which will execute such command(s) according to specific conditions, making this process a task. Currently, most of the management operations performed by the system on the client are done through tasks.

How to create task?

As the administrator performs certain management operations on the client, the corresponding tasks will be generated, and each operation will generate a task record. A task can be executed on one or multiple clients. In the system, such operations as software distribution, file copying, agent upgrade, power control and etc on the client will generate the corresponding task records.

For example, in the case of power control, clicking **"Apply"** button will open the following plan wizard panel:



Plan Wizard

System
- □ OS Version
  - □ Linux
  - □ Windows Embedded Stand
  - □ Windows XPe

config plan

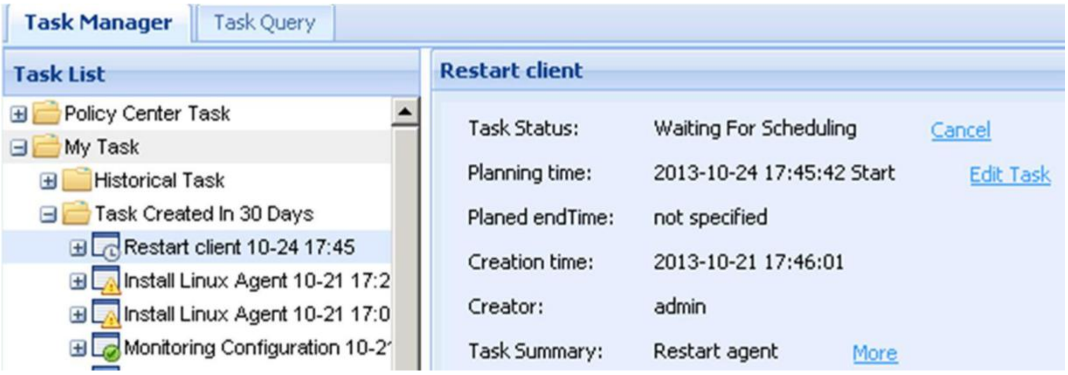
Task Name: Restart client

Target number: 0

Config start time
- ● Start immediately
- ○ Assign StartTime

Advance Setting
- □ Config end time
- □ Only at 00:00 To 20:00 execute

After clicking **"Finish"** button, you will find the corresponding task record in the **"Task Manager"** module on the navigation bar.


Task Manager | Task Query

Task List

- Policy Center Task
- My Task
  - Historical Task
  - Task Created In 30 Days
    - Restart client 10-24 17:45
    - Install Linux Agent 10-21 17:2
    - Install Linux Agent 10-21 17:0
    - Monitoring Configuration 10-2

Restart client

Task Status: Waiting For Scheduling Cancel

Planning time: 2013-10-24 17:45:42 Start Edit Task

Planed endTime: not specified

Creation time: 2013-10-21 17:46:01

Creator: admin

Task Summary: Restart agent More

Task nodes

⌘ Policy Center Task

When a policy is created, a task will be created automatically and stored in the list of "**Policy Center Task**".

⌘ My Task

All tasks generated by the current administrator will be stored in the list of **My Task**. Tasks are divided into **"Historical Task"** and **"Task Created In 30 Days"**. When the task has been created for over 30 days, it will be automatically moved to **"Historical Task"**. Recently created tasks will be placed at the top of **"Task Created In 30 Days"** so that the administrator can check the tasks conveniently.

19.2 Task Attributes

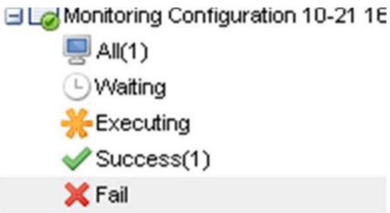
The following attributes are provided when task is created:

Task name

Task name is the keyword used to identify the task. When the administrator creates one task, the system will automatically name the task according to task type, and the administrator can manually change the name. To allow easy identification of tasks, the task nodes in the task execution status panel will carry the scheduled start time of task.

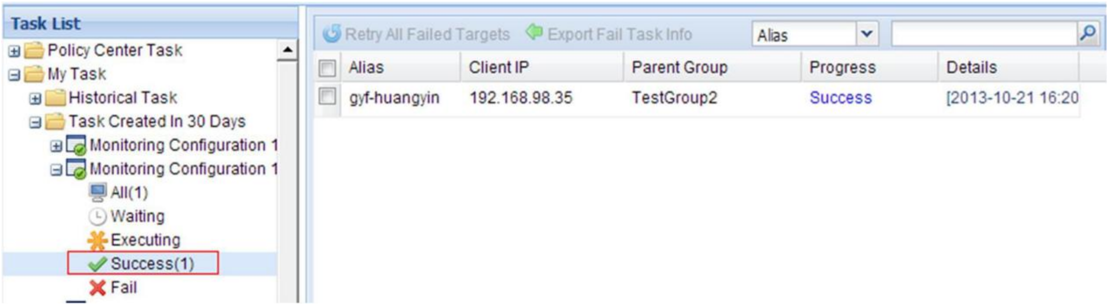
Task target

Task target indicates the target client on which the task will be executed. There must be at least one client to create the task (except for policy center tasks). In the **"Task List"** module, each task node will generate **"All"**, **"Waiting"**, **"Executing"**, **"Success"** and **"Fail"** nodes according to execution status, as shown below:


Monitoring Configuration 10-21 1E

- All(1)
- Waiting
- Executing
- Success(1)
- Fail

Click the node to link to the corresponding target list.



□	Alias	Client IP	Parent Group	Progress	Details
□	gyf-huangyin	192.168.98.35	TestGroup2	Success	[2013-10-21 16:20

Task start time

Task start time indicates the time to start task execution. Before the arrival of start time, the task will remain in **"Waiting"** state. ⌘ Start immediately: Execute the current task immediately.

⌘ Assign Start Time: Specify the time to start executing the task. The time specified must be later than the present time of the server.

Task end time

Task end time indicates the time to end the task. It applies to the following two scenarios:

⌘ The task will take a long time, such as file deployment task. If the administrator expects to distribute files to a lot of clients within two days, the actual time used may exceed two days as there may be too many clients. Configuring end time will timely end the task before the deadline, so as to ensure the normal running of business during office hours. ⌘ The task is time-sensitive, such as sending a message or power control. If the client is offline when the task is assigned, the task will stay in "**Waiting**" state until the client is online. However, if the administrator only wishes to send a message or execute shutdown by the end of the day, this task will become meaningless beyond such time. In such a case, you can configure end time to control the end time of such tasks.

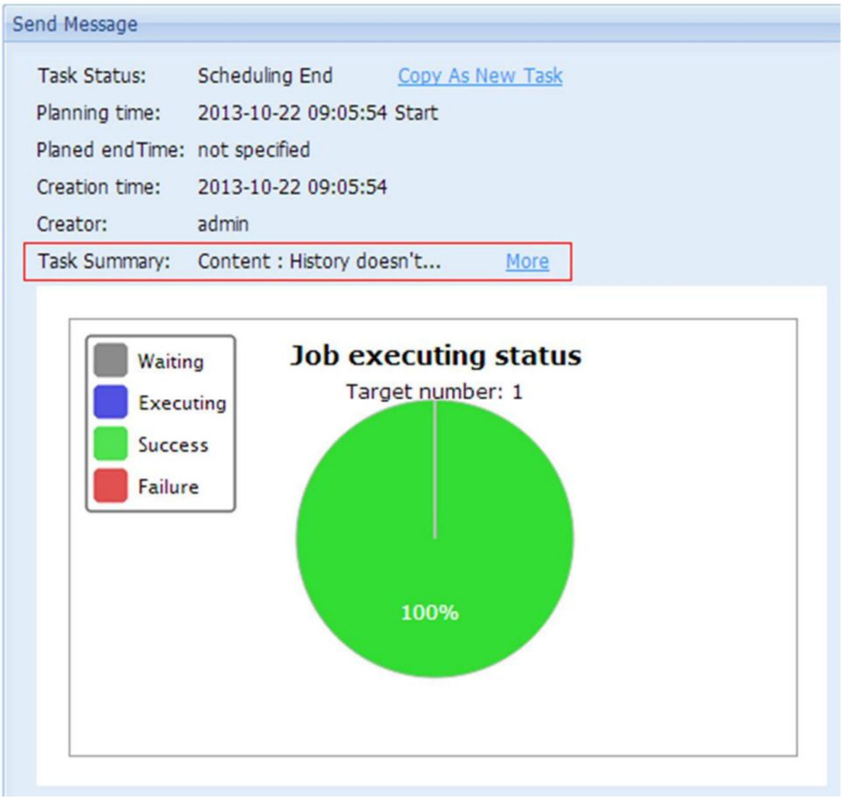
Task execution period

The task execution period will define the execution time period of the task.

For example, the administrator needs to upgrade a large number of clients after the office hours and ensure the normal running of clients during office hours. However, not all clients can be upgraded in one day. In such a case, the administrator can configure to upgrade the clients within the execution period, suspend execution beyond such period and then continue execution during the next period.

Task summary

Task summary contains descriptions about task execution, and can be viewed on the task information panel. For example, for the task of sending message, partial message contents will be displayed in **"Task Summary"**. Click **"More"** to jump to the detailed information panel of the task, as shown below:



Send Message

Task Status: Scheduling End Copy As New Task

Planning time: 2013-10-22 09:05:54 Start

Planed endTime: not specified

Creation time: 2013-10-22 09:05:54

Creator: admin

Task Summary: Content : History doesn't... More

19.3 Task status

There are three types of status:

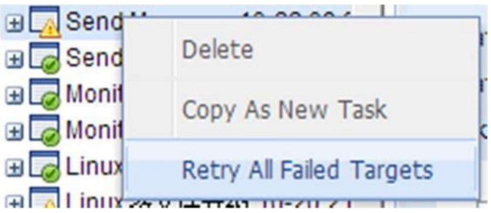
Task status	Icon	Description
Waiting For Scheduling		Task will remain in this state until the arrival of start time.
Scheduling		The task is being scheduled.
Scheduling End	🕓 ➡ ✓ ⚠	The task has been executed successfully on all targets.
		The task has been executed on all targets, but there are failed targets.

19.4 Copy Task

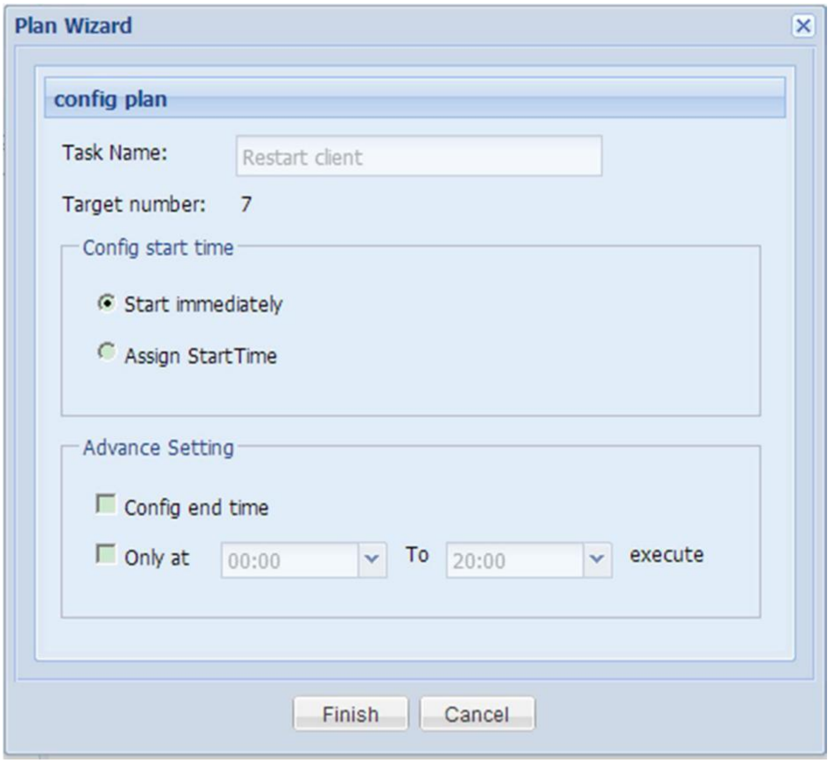
When the administrator copies a task, he creates a new task having the same contents and targets as the original task. During copying, the administrator can reschedule the time of task execution.

To copy a task, perform the following steps:

1. Right-click the task node and select "**Copy As New Task**" from the pop-up menu.



2. On the plan wizard interface, reconfigure the planning time.



Plan Wizard

config plan

Task Name: Restart client

Target number: 7

Config start time

● Start immediately

○ Assign StartTime

Advance Setting

□ Config end time

□ Only at 00:00 To 20:00 execute

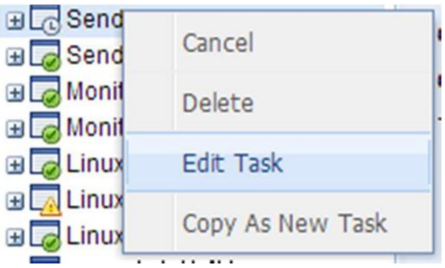
19.5 Edit Task

Note:

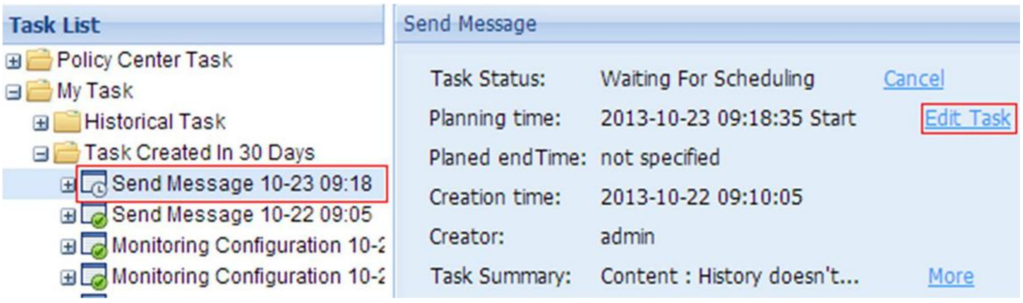
Editing task means to modify the planning time and task name of the task. Currently, the system can only support the editing of tasks indicating the status of **"Waiting For Scheduling"**.

Perform the following steps to edit the task:

⌘ Right-click any task indicating the status of "**Waiting for Scheduling**" and select "**Edit Task**". On the plan wizard interface, reconfigure the planning time.



⌘ Click the task node and, on the right side task information panel, click the "**Edit Task**" link. On the plan wizard interface, reconfigure the planning time.



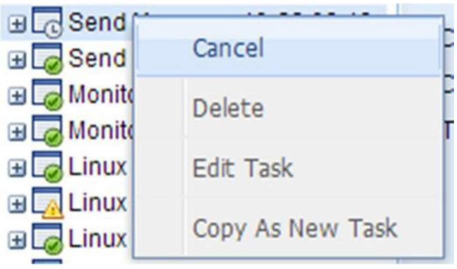
Task Status: Waiting For Scheduling
Planning time: 2013-10-23 09:18:35 Start
Planed endTime: not specified
Creation time: 2013-10-22 09:10:05
Creator: admin
Task Summary: Content : History doesn't...

19.6 Cancel Task

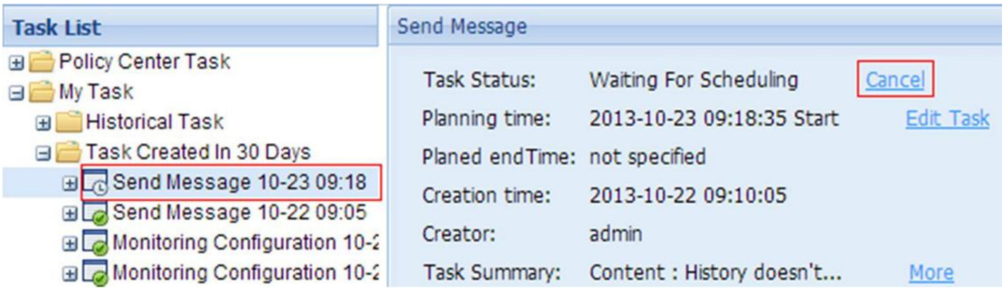
In the event of any misoperation by the administrator, or if the administrator wishes to cancel the task created, he can use the **"Cancel"** feature provided by the system.

Cancel task

⌘ Right-click any task indicating the status of "**Waiting For Scheduling**" or "**Scheduling**" and select "**Cancel**" from the pop-up menu.



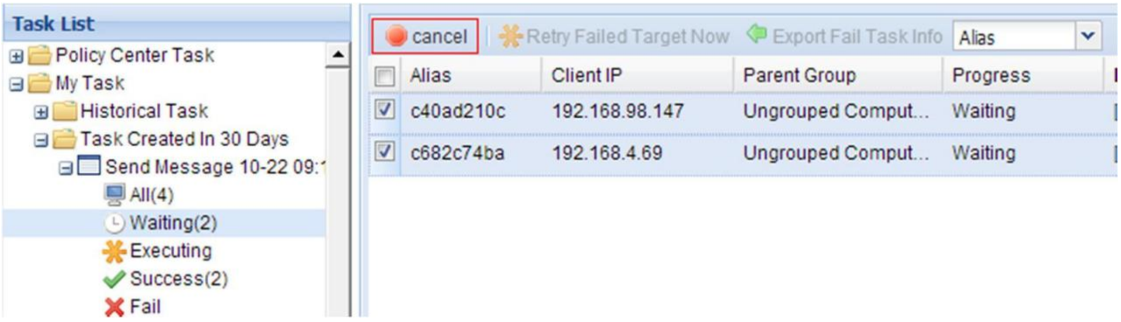
⌘ Click the task node and, on the right side task information panel, click the "**Cancel**" link.



Task Status: Waiting For Scheduling
Planning time: 2013-10-23 09:18:35 Start
Planed endTime: not specified
Creation time: 2013-10-22 09:10:05
Creator: admin
Task Summary: Content : History doesn't...

Cancel task execution

When the task is being scheduled and not all targets have been executed, you can cancel any **"Waiting"** target in the target list.



□	Alias	Client IP	Parent Group	Progress
☑	c40ad210c	192.168.98.147	Ungrouped Comput...	Waiting
☑	c682c74ba	192.168.4.69	Ungrouped Comput...	Waiting

Note:

⌘ Cancelling task is actually cancelling task execution on all targets.

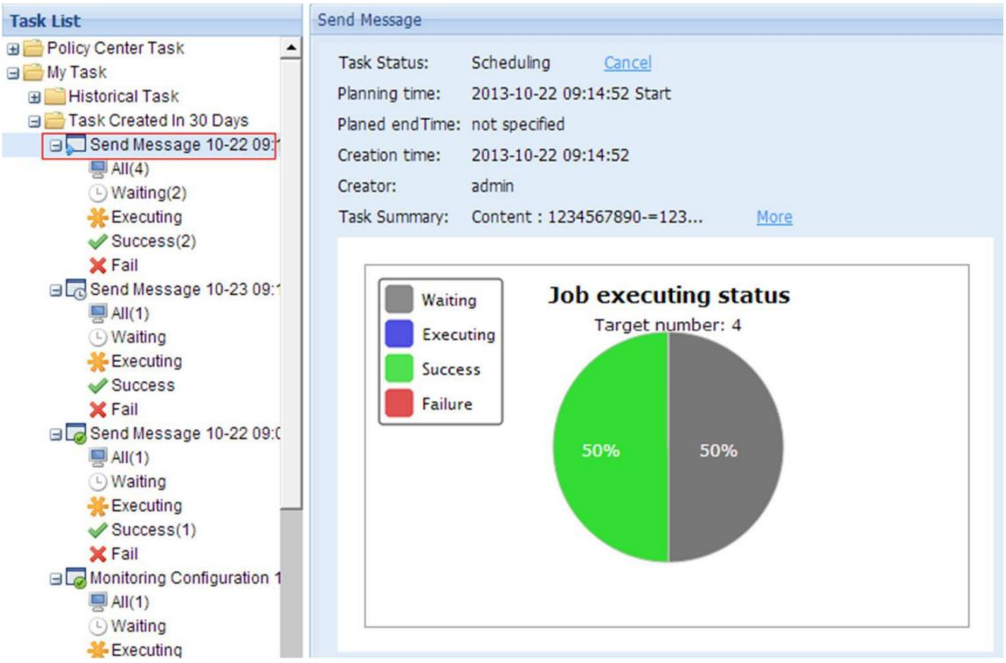
- Only tasks indicating the status of "**Waiting For Scheduling**" or "**Scheduling**" can be cancelled.
- Only targets in "**Waiting**" and "**Executing**" state can be cancelled. Cancelled targets will indicate the state of "**Failure**".
- When a task indicates the status of "**Scheduling**", certain targets may have succeeded or failed, and the cancel operation won't apply to these targets. The execution result of all cancelled targets will indicate "**Failure**".
- When the administrator deletes the task, the task indicating the status of "**Waiting For Scheduling**" or "**Scheduling**" will be cancelled first before deletion.

19.7 Troubleshooting and Retry

The targets to which a task is assigned may encounter failure in task execution. The system allows troubleshooting and retry of failed targets.

Troubleshooting

Click the task node and, on the right side task information panel, you will see the execution status of the current task, including the execution status of target clients. Click the corresponding block on the pie chart to enter the corresponding target list.

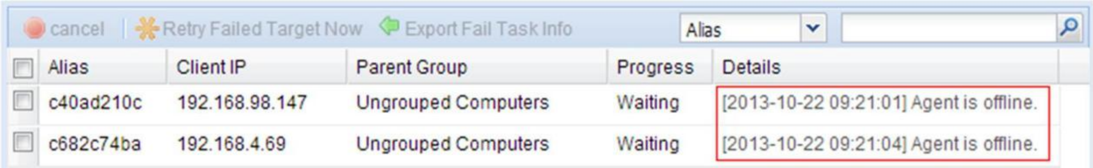


Task List
- Policy Center Task
- My Task
  - Historical Task
  - Task Created In 30 Days
    - Send Message 10-22 09:
      - All(4)
      - Waiting(2)
      - Executing
      - Success(2)
      - Fail
    - Send Message 10-23 09:
      - All(1)
      - Waiting
      - Executing
      - Success
      - Fail
    - Send Message 10-22 09:(
      - All(1)
      - Waiting
      - Executing
      - Success(1)
      - Fail
    - Monitoring Configuration 1
      - All(1)
      - Waiting
      - Executing

Send Message

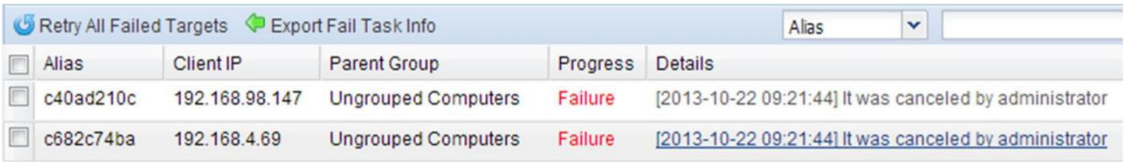
Task Status:	Scheduling	Cancel
Planning time:	2013-10-22 09:14:52 Start	
Planed endTime:	not specified	
Creation time:	2013-10-22 09:14:52	
Creator:	admin	
Task Summary:	Content : 1234567890-=123...	More

When the target client remains in **"Waiting"** state for an excessively long time, you can view the error report in the **"Details"** column of target list.



□	Alias	Client IP	Parent Group	Progress	Details
□	c40ad210c	192.168.98.147	Ungrouped Computers	Waiting	[2013-10-22 09:21:01] Agent is offline.
□	c682c74ba	192.168.4.69	Ungrouped Computers	Waiting	[2013-10-22 09:21:04] Agent is offline.

When the target client fails in task execution, you can also view the details.

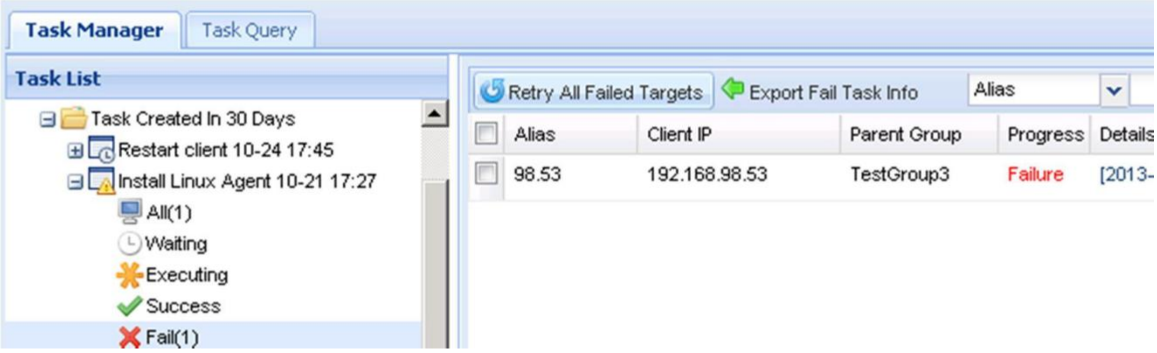


□	Alias	Client IP	Parent Group	Progress	Details
□	c40ad210c	192.168.98.147	Ungrouped Computers	Failure	[2013-10-22 09:21:44] It was canceled by administrator
□	c682c74ba	192.168.4.69	Ungrouped Computers	Failure	[2013-10-22 09:21:44] It was canceled by administrator

Retry

Those failed targets can be retried.

Select failed targets and click **"Retry All Failed Targets"**.

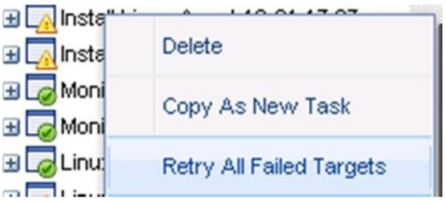


□	Alias	Client IP	Parent Group	Progress	Details
□	98.53	192.168.98.53	TestGroup3	Failure	[2013-

If task execution has been completed, you can reschedule all failed targets. As shown below, right-click the finished task and select **"Retry All Failed Targets"**, and then reconfigure in the pop-up plan wizard configuration window.

Note:

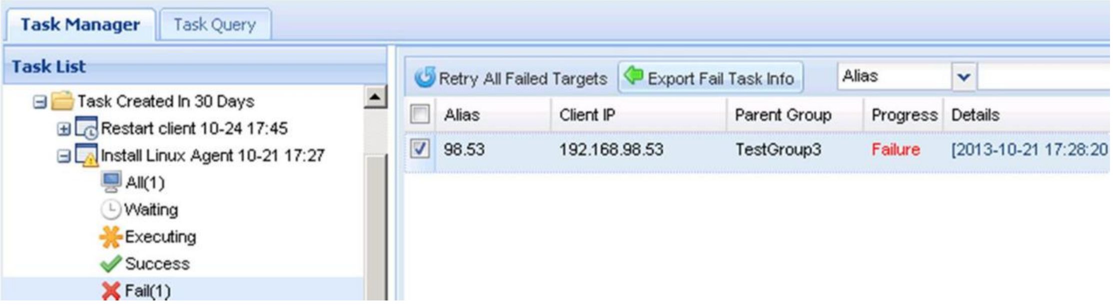
> Only those failed targets will be retried without creating a new task, and the former task information will be overwritten.



Export fail task info

If a task involves failed targets, you can export failed targets into a file.

1. On the navigation bar, click "**Task Manager**" to enter the task management interface and expand the task folder.
2. Select all targets and click "**Export Fail Task Info**" on the right side panel and save the file following the instructions in the wizard.

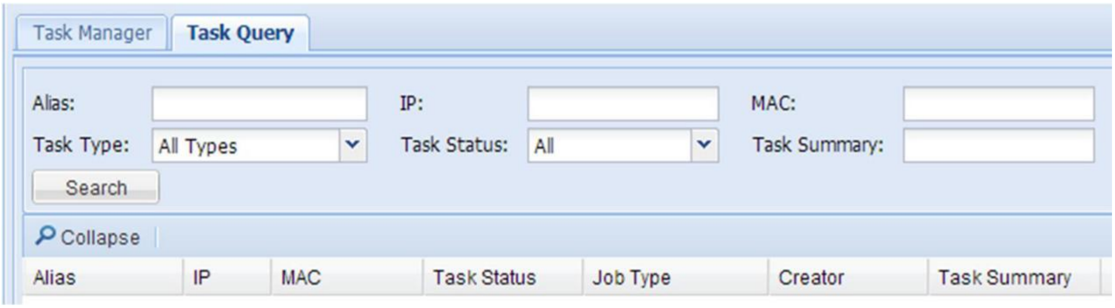


□	Alias	Client IP	Parent Group	Progress	Details
☑	98.53	192.168.98.53	TestGroup3	Failure	[2013-10-21 17:28:20

19.8 Task Query

On the navigation bar, click **"Task Manager > Task Query"** to enter the task query interface.

Enter search conditions and click **"Search"** to get matching tasks. If no search condition is entered, all tasks will be searched.



Alias:
IP:
MAC:
Task Type: All Types
Task Status: All
Task Summary:

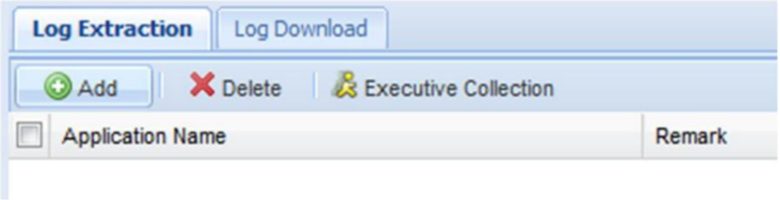
Alias	IP	MAC	Task Status	Job Type	Creator	Task Summary

20 Log Collection

20.1 Log Extraction

Operation steps

1. On the navigation bar, click "**General > Log Collection**" to enter the log extraction interface.

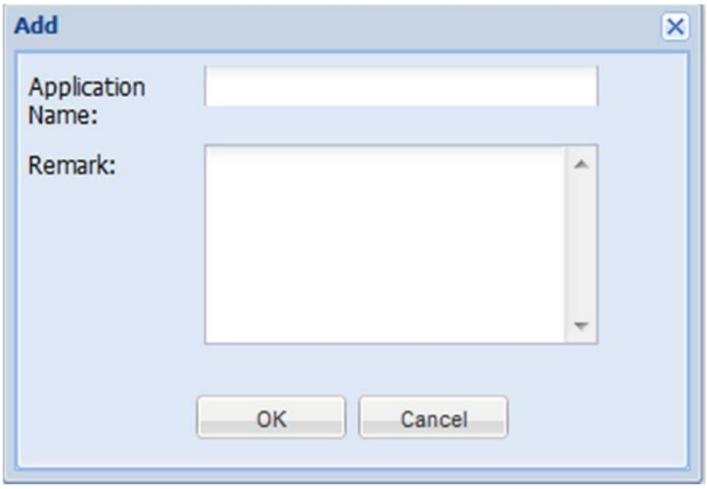


Add application

Note

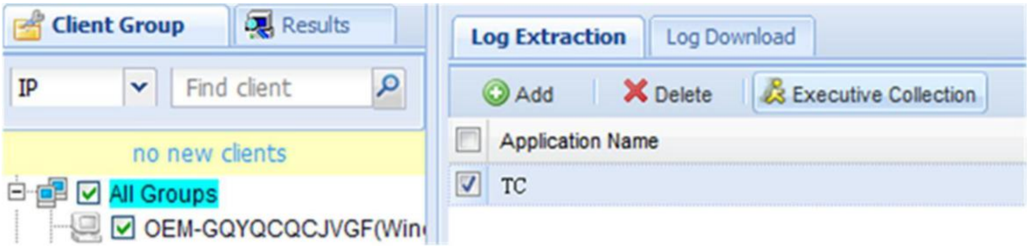
If the application has been added, there is no need to add again. Please click "**Executive Collection**" directly.

2. Click "**Add**" button and enter the application name (i.e., colleting TC logs, type in **TC**) for collecting log on TC in the "**Add**" dialog box. Click "**OK"** to save the configuration information.



Collect log file

3. Select the client or client group for log extraction and select the application entry added, and then click "**Executive Collection**" button.



4. Configure the Plan Wizard and then click "Finish" (please refer to the section of "**Configure Plan Wizard**").

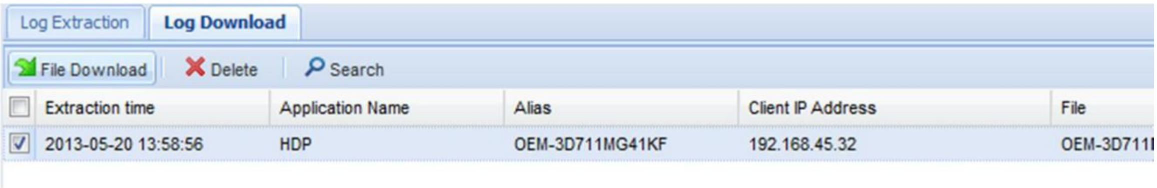
   Note:

   After completing task plan configuration, you will be able to view the progress of log extraction in the "**Task Manager**" module. For offline clients, the log will be extracted after it goes online.

   After extraction is completed, you can search the log files extracted in the "**Log Download**" list.

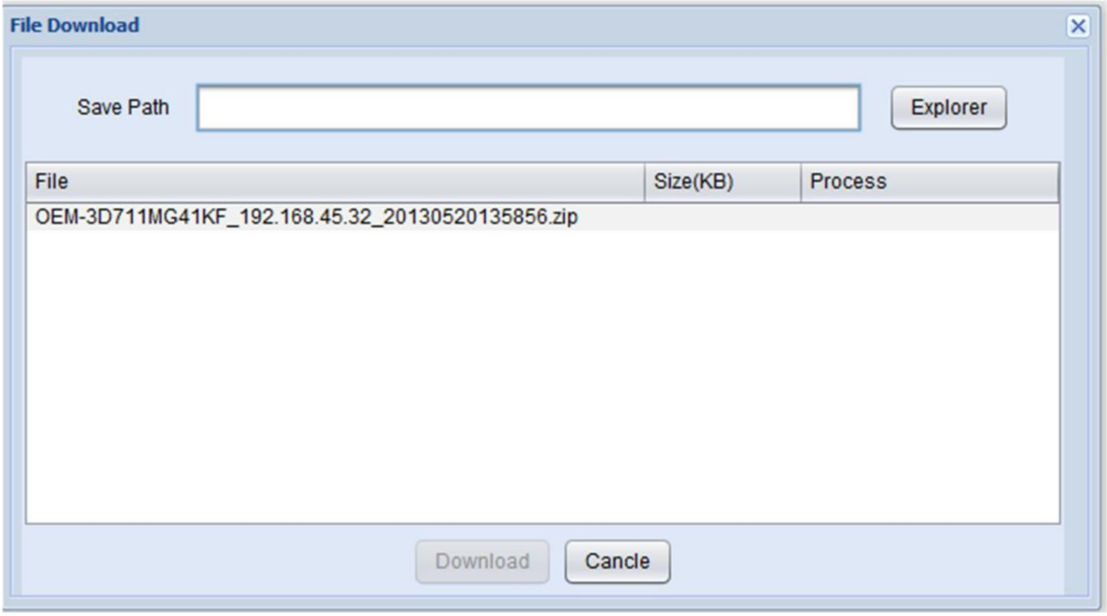
20.2 Log Download

1. On the navigation bar, click "**General > Log Collection**" and click the "**Log Download**" tab.



□	Extraction time	Application Name	Alias	Client IP Address	File
☑	2013-05-20 13:58:56	HDP	OEM-3D711MG41KF	192.168.45.32	OEM-3D711I

2. Select the log file(s) to be downloaded and click "**File Download**".
3. Select the "**Save Path**" for log file(s) and click "**Download**" button to start downloading.



Save Path

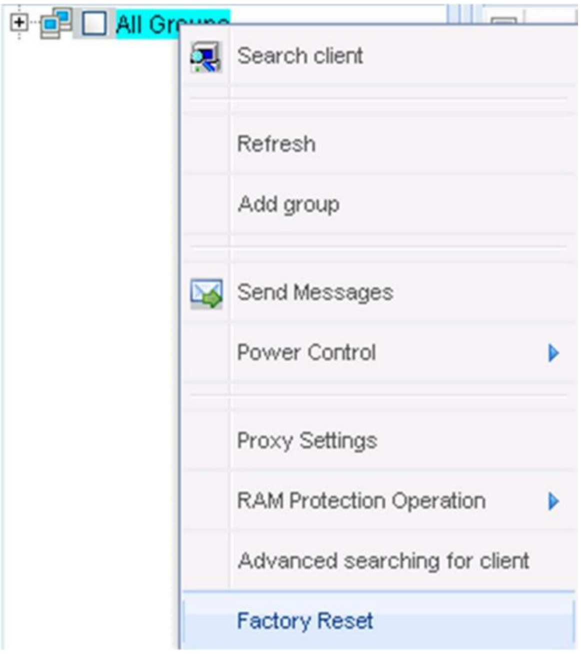
File	Size(KB)	Process
OEM-3D711MG41KF_192.168.45.32_20130520135856.zip		

21 Linux Agent Factory Reset

Only Linux agent support factory reset7

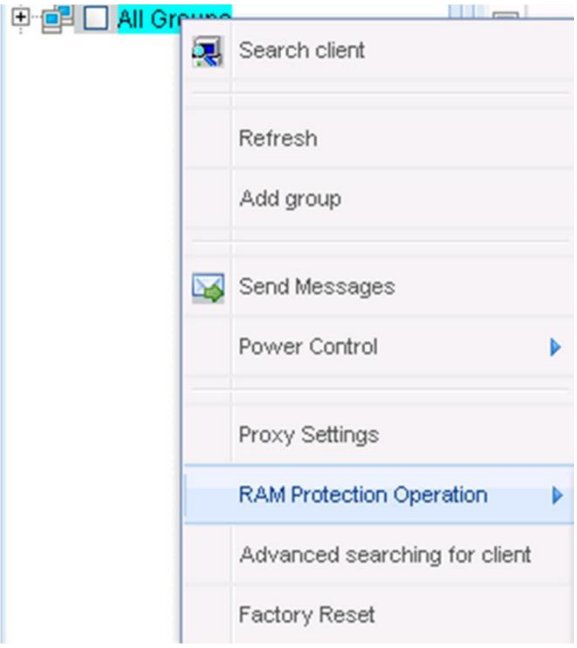
1. Right-click a client/group in the left pane and select "**Factory Reset**" from the context menu、

2. Click “ **Yes**” to confirm factory reset、click “ **No**” to cancel、
3. Select the appropriate OS version on the "**Plan Wizard**" interface, configure the task plan and then click "**Finish**".



22 RAM Protection Management

RAM Protection Management can open or close operation for protection of terminal memory. Only windows terminal supports RAM Protection Management.



22.1 Enable the Protection

1. Right-click a client/group in the left pane and select "**RAM Protection Operation**" from the context menu˴
2. Click “ **Enable the Protection**ǔ˴
3. Jump out “ **The function would be activated after the client restart(Only for Windows Embedded Version)**” Tips, Click “ **OK**” ;
4. Select the appropriate OS version on the "**Plan Wizard**" interface, configure the task plan and then click "**Finish**".

22.2 Disable the Protection

1. Right-click a client/group in the left pane and select "**RAM Protection Operation**" from the context menu˴
2. Click “ **Disable the Protection**ǔ˴
3. Jump out “ **The function would be activated after the client restart(Only for Windows Embedded Version)**” Tips, Click “ **OK**” ;
4. Select the appropriate OS version on the "**Plan Wizard**" interface, configure the task plan and then click "**Finish**".

22.3 Commit

1. Right-click a client/group in the left pane and select "**RAM Protection Operation**" from the context menu˛
2. Click “ **Commit**ǜ ˛
3. Jump out “ **The function would be activated after the client restart(Only for Windows Embedded Version)**” Tips, Click “ **OK**” ;
4. Select the appropriate OS version on the "**Plan Wizard**" interface, configure the task plan and then click "**Finish**".

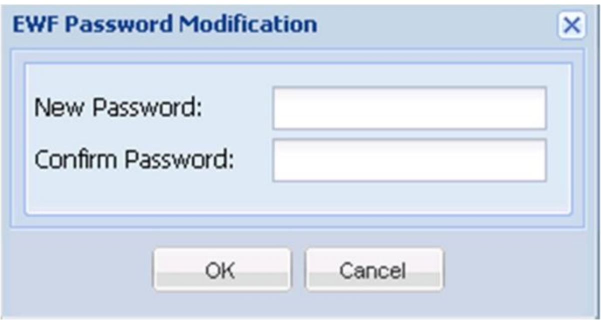
22.4 Clear Instructions

1. Right-click a client/group in the left pane and select "**RAM Protection Operation**" from the context menu˛
2. Click “ **Clear Instructions**ǜ ˛
3. Jump out “ **The function would be activated after the client restart(Only for Windows Embedded Version)**” Tips, Click “ **OK**” ;
4. Select the appropriate OS version on the "**Plan Wizard**" interface, configure the task plan and then click "**Finish**".

22.5 Change Password

This password is password of local client terminal management tool

1. Right-click a client/group in the left pane and select "**RAM Protection Operation**" from the context menu˛
2. Click “ **Change Password**ǜ ˛
3. After putting in the correct password then click ”**OK**”˛



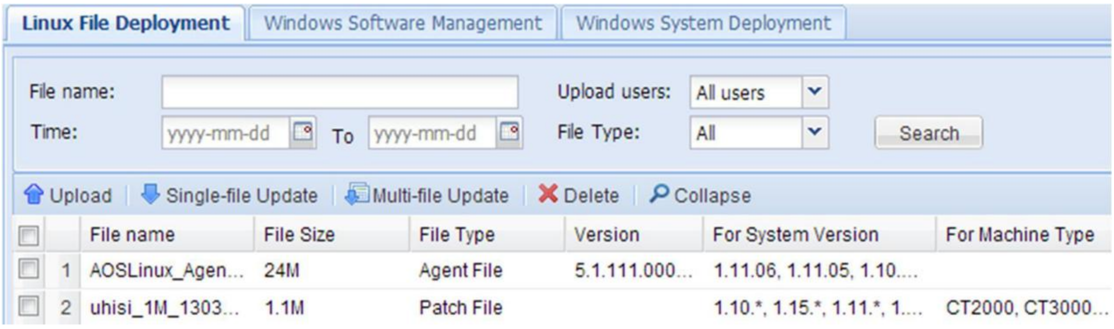
4. Select the appropriate OS version on the "**Plan Wizard**" interface, configure the task plan and then click "**Finish**".

23 Common Operations

23.1 Search Record

Most of the functional modules provide a feature of record searching related to the existing module. The search panel is collapsed by default. Click **"Search"** button to expand the search panel. Enter the search conditions and click **"Search"** button to get the search results.

For example, in **"Linux File Deployment"**:



File name:

Upload users: All users

Time: yyyy-mm-dd To yyyy-mm-dd

File Type: All

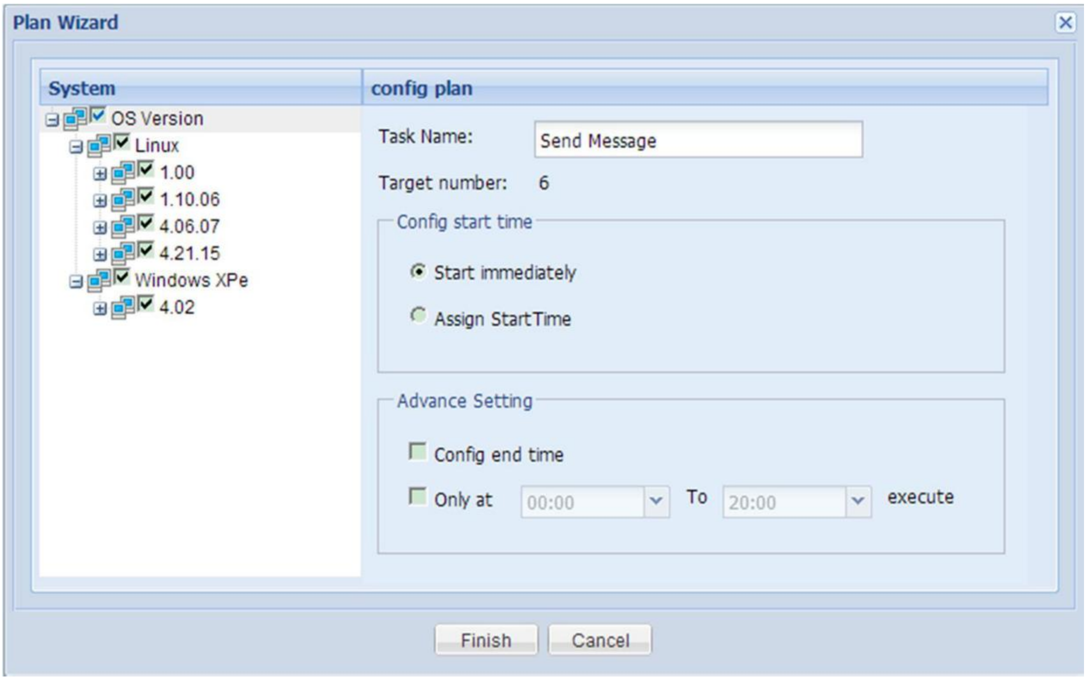
□		File name	File Size	File Type	Version	For System Version	For Machine Type
□	1	AOSLinux_Agen...	24M	Agent File	5.1.111.000...	1.11.06, 1.11.05, 1.10....	
□	2	uhisi_1M_1303...	1.1M	Patch File		1.10.*, 1.15.*, 1.11.*, 1....	CT2000, CT3000...

23.2 Delete Record

To delete a record, you must first select the record to be deleted and then click the **"Delete"** button on the interface. In the pop-up dialog box, click **"Yes"** or **"No"** to proceed.

23.3 Configure Plan Wizard

In CCCM, most of the management operations are done by means of tasks. During task creation, all tasks must be configured through the same Plan Wizard. The plan wizard for sending message is shown below.



Plan Wizard

System

- ☑ OS Version
  - ☑ Linux
    - ☑ 1.00
    - ☑ 1.10.06
    - ☑ 4.06.07
    - ☑ 4.21.15
  - ☑ Windows XPe
    - ☑ 4.02

config plan

Task Name: Send Message

Target number: 6

Config start time

● Start immediately

○ Assign StartTime

Advance Setting

□ Config end time

□ Only at 00:00 To 20:00 execute

Required operation: select OS version

In the left pane of Plan Wizard, you need to select the appropriate OS version for the task being created. By default, no OS version is selected. For example: execute the task on Windows clients only.

Operational operation: configure task plan ⌘

Task Name

The task name has been given in the Plan Wizard. You can use the default name or enter a new name.

⌘ Target number

The number of targets to execute the task being created (i.e., the number of clients).

⌘ Start time

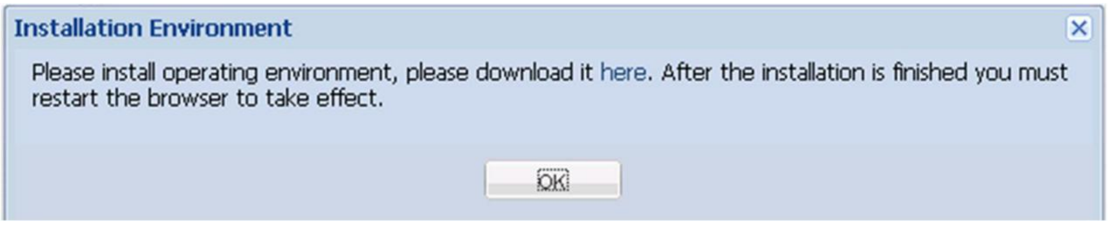
By default, the task created will be executed immediately. If needed, you can specify the start time. Please refer to **"**19.2Task Attributes**"** for details. ⌘ Advanced Setting

By default, the advanced settings are not required during task creation. If needed, you can configure the advanced settings by referring to **"**19.2Task Attributes**"**.

23.4 Upload the Upgrade File

Click the upload button to open the file upload interface.

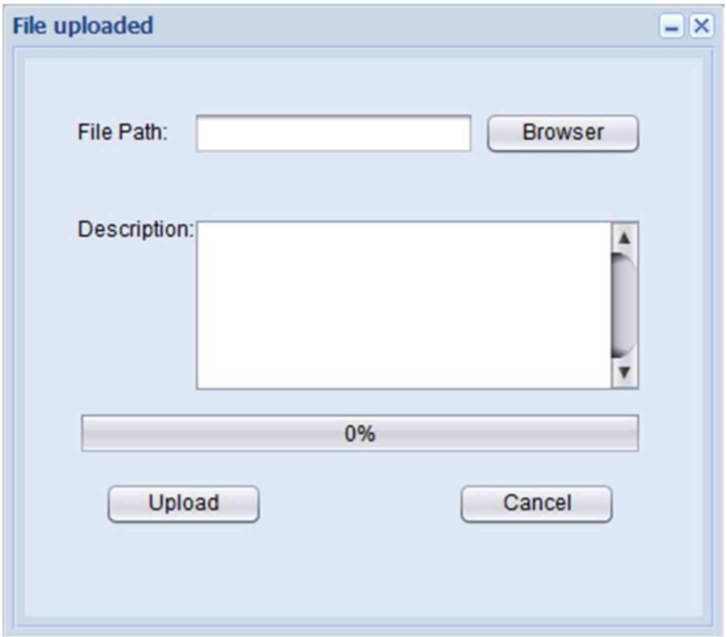
If Java Runtime Environment (JRE) is not installed or if the JRE version is too low, the browser may give you the following prompt. Please refer to 27.1Install JRE.



Installation Environment

Please install operating environment, please download it here. After the installation is finished you must restart the browser to take effect.

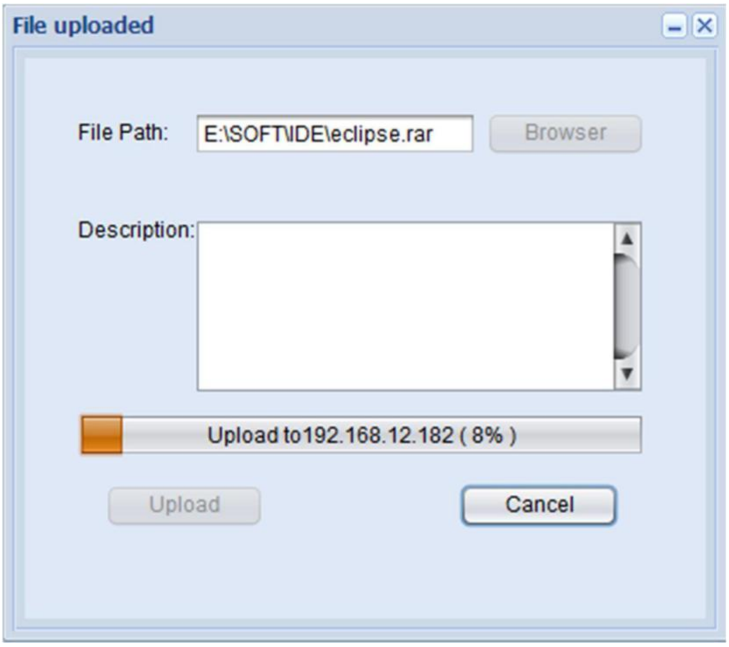
Click **"Browse"** to select the file or folder to be uploaded. Enter file description (optional) and then click **"Upload"**.



Upon successful upload, exit the upload window, and the uploaded file will appear in the file list.

Cancel uploading

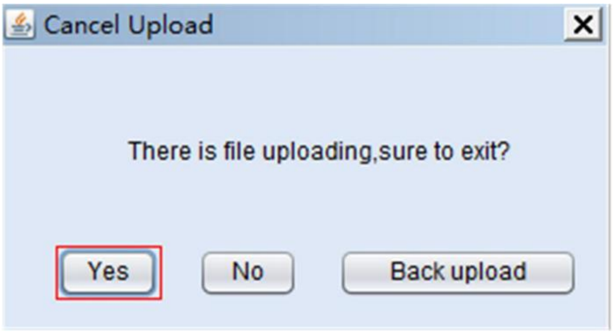
You can cancel file uploading during file uploading by clicking the **"Cancel"** button:



File Path: E:\SOFT\IDE\eclipse.rar

Upload to192.168.12.182 (8%)

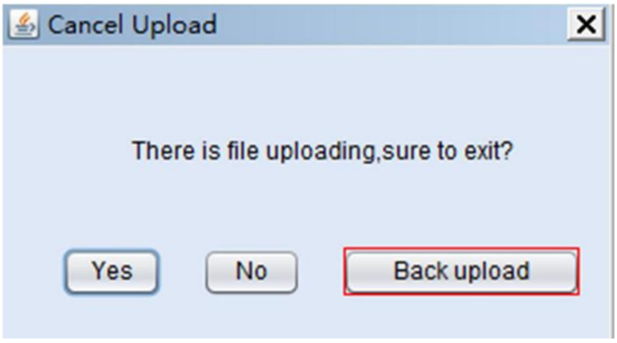
Click **"Yes"** to cancel uploading or **"No"** to continue uploading.



There is file uploading,sure to exit?

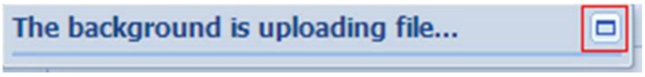
Background uploading

During file uploading, the upload window can be minimized to realize background upload, or you can click **"Cancel"** and then select background uploading.



There is file uploading,sure to exit?

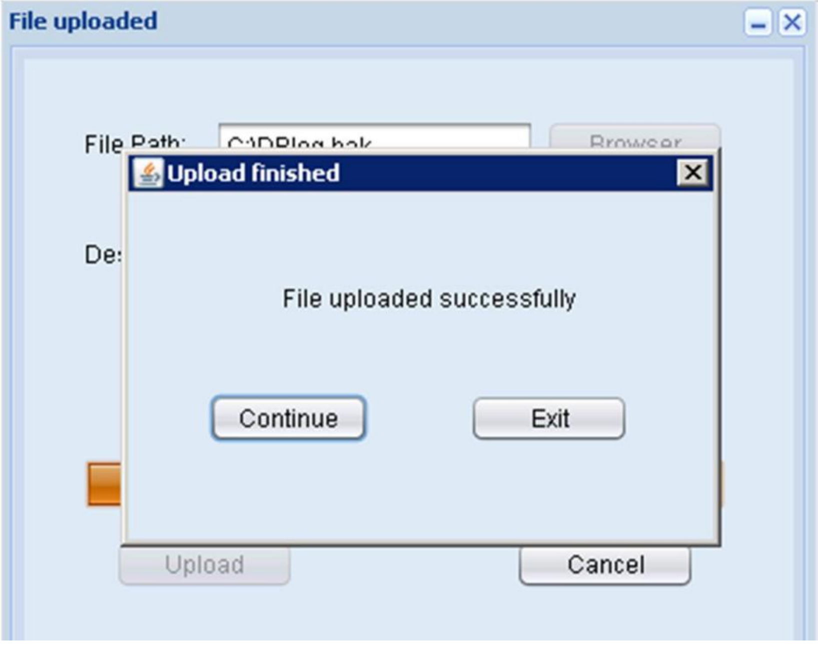
After minimizing the upload window, click the maximize button to restore the window.



The background is uploading file...

Upload Multiple Files

Click **'Continue'** button to upload more files on the upload successful interface, or click **'Exit'** to stop uploading.



File uploaded successfully

24 Server Configuration Tool

On the host computer running CCCM server, go to **"Start -> All Programs -> Centerm -> Server Configuration Tool"** to open the configuration interface.

Server

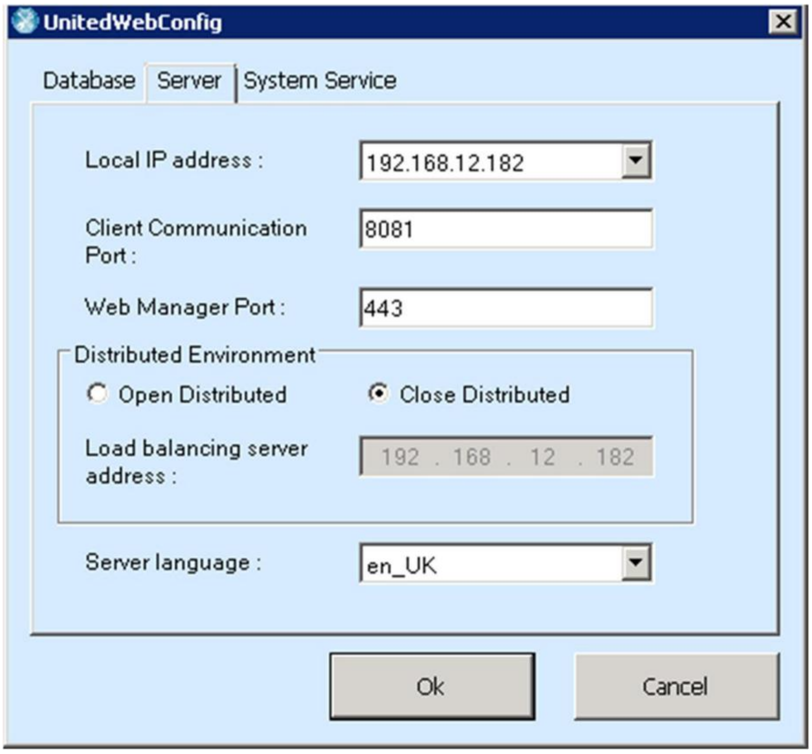
Change CCCM Language

Select the target language and click **"OK"** to restart service according to the prompting message.

Enable distributed deployment

Select **"Open Distributed"** and enter the IP address of load-balancing server. Click **"OK"** to restart service according to the prompting message.

> When the server is being used, do not change the communication port and management port.



UnitedWebConfig

Database | Server | System Service

Local IP address : 192.168.12.182

Client Communication Port : 8081

Web Manager Port : 443

Distributed Environment

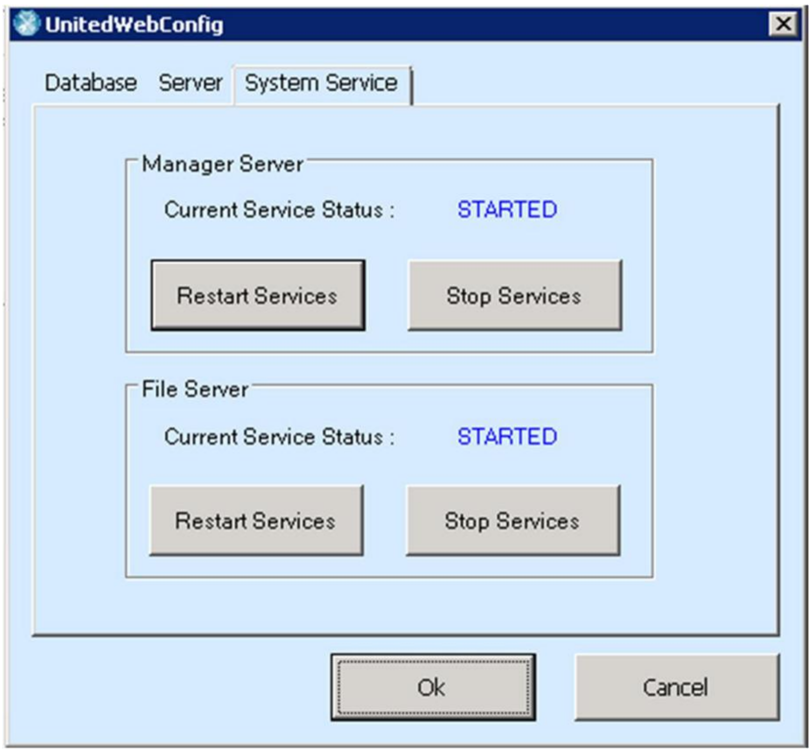
○ Open Distributed ● Close Distributed

Load balancing server address : 192 . 168 . 12 . 182

Server language : en_UK

System service

In **"System Service"**, you can start, stop and restart system services.



Manager Server

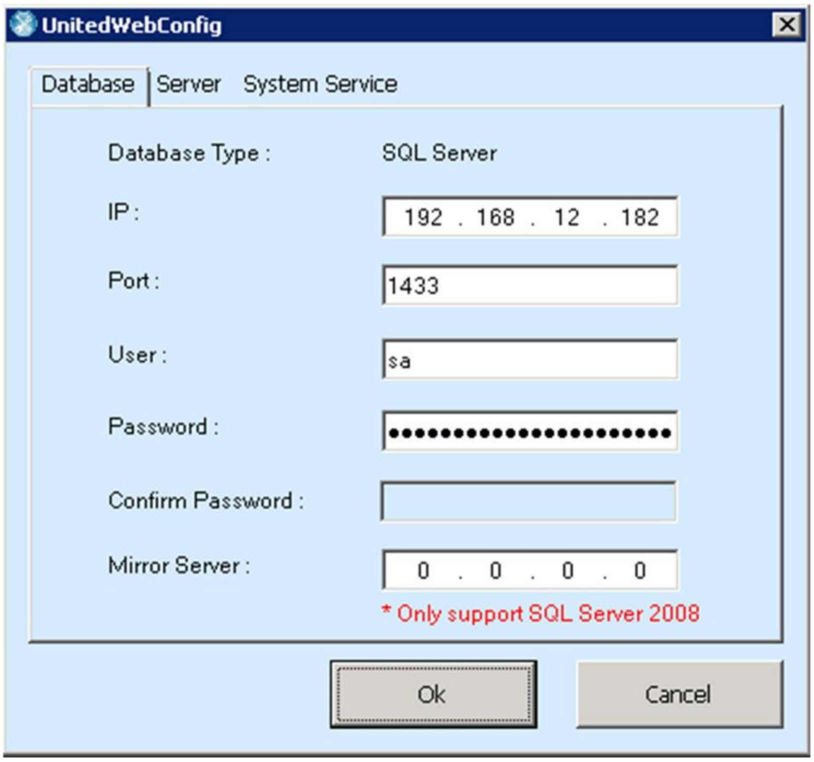
Current Service Status : STARTED

File Server

Current Service Status : STARTED

Database

In **"Database"**, you can view and update the database connection information. If you want to enable SQL Server mirroring, please configure the IP address of Mirror Server.



Database Type : SQL Server

IP : 192 . 168 . 12 . 182

Port : 1433

User : sa

Password : ●●●●●●●●●●●●●●●●●●●●●●

Confirm Password :

Mirror Server : 0 . 0 . 0 . 0

* Only support SQL Server 2008

25 System Hotkeys for Linux Clients

Hotkey	Function
Ctrl+Alt+A	To view version information
Ctrl+Alt+S	To restore to the default display parameters (not applicable to all-in-one computers)
Ctrl+Alt+Del	To lock the screen
Ctrl+Alt+U	To restore the system to default settings (supported by non-protection clients)
Shift+F2	To save system configuration
Alt+Tab	To switch between windows on the desktop
Ctrl+Alt+C	To call the Control Center
Ctrl+Shift+F3 (dual-monitor support)	To switch the display mode in the sequence of: VGA->DVI->TWIN->VGA
Ctrl+F1	To view the Help file (no this shortcut for the English edition)
Ctrl	To enter extended BIOS (press CTRL after the short beep at boot-up)

26 Default System Accounts for Windows Clients

Model	Version	Version Range	Account (Username/Password)

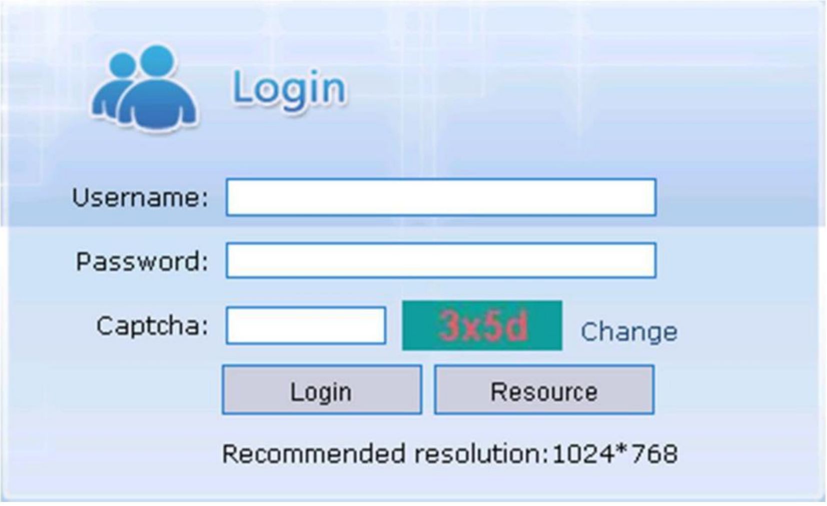
GI945	XPE Chinese	3.32.03-3.32.10	Administrator: Centerm User: User
GI945	XPE Chinese	3.32.10 and later versions	Administrator: Centerm123! User: User123!
GI945	XPE English	3.33-3.33.10	Administrator: Centerm User: User
GI945	XPE English	3.33.10 and later versions	Administrator: Centerm123! User: User123!
GA690-2(X2)/ HA690-2(2)	XPE Chinese	3.36.01, 3.36.02, 3.32.06	Administrator: Centerm User: User
EI945-3(X2)	WES7 Chinese	3.37.01	Admin: Centerm User: User
EI945-3(X2)	WES7 Chinese	3.37.02 and later versions	Admin: Centerm123! User: User123!
CT5000/CT6000	WES7 Chinese / English	3.38.01 and later versions	Admin: Centerm123! User: User123!

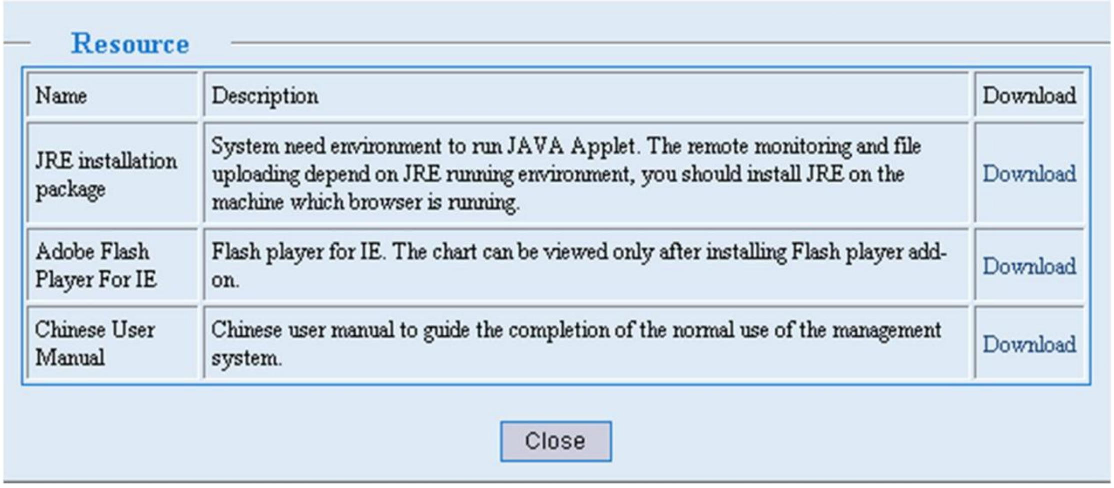
27 Installation and Configuration of Third-Party Products

27.1 Install JRE

Installation steps

1. On CCCM login interface, click "**Resource**" button to access the resource download page.



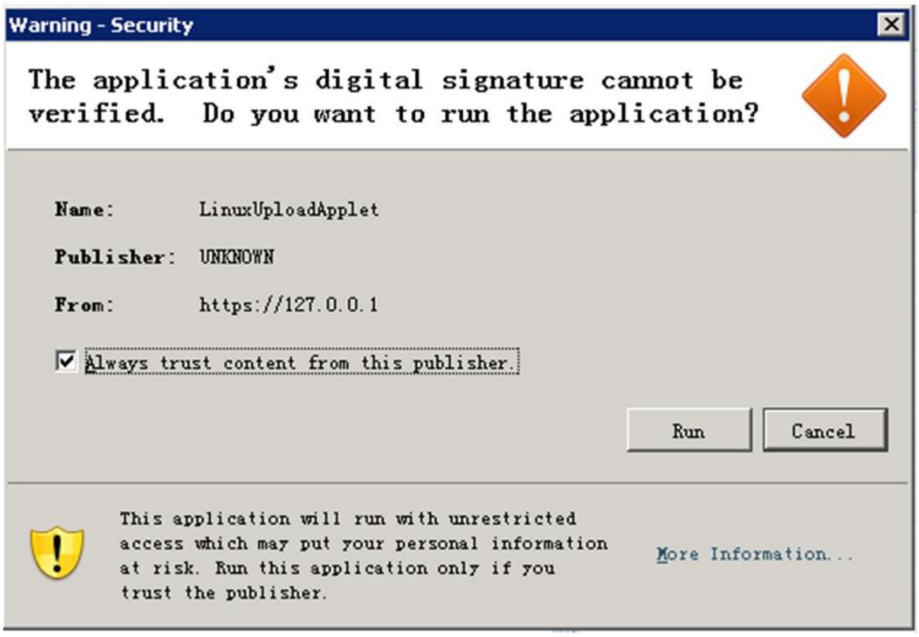


Resource

Name	Description	Download
JRE installation package	System need environment to run JAVA Applet. The remote monitoring and file uploading depend on JRE running environment, you should install JRE on the machine which browser is running.	Download
Adobe Flash Player For IE	Flash player for IE. The chart can be viewed only after installing Flash player add-on.	Download
Chinese User Manual	Chinese user manual to guide the completion of the normal use of the management system.	Download

2. Click the "**Download**" hyperlink on the right side of "**JRE installation package**" and save the file following the instructions in the wizard.
3. Run the installation file after completing download and complete JRE installation following the instructions in the setup wizard.
4. Restart the browser and log in CCCM system.

   When you use such features as file uploading and remote monitoring which require to run Applet for the first time, the following warning message will pop up. Check "**Always trust content from this publisher**" and then click "**Run**".



Warning - Security

The application's digital signature cannot be verified. Do you want to run the application?

Name: LinuxUploadApplet

Publisher: UNKNOWN

From: https://127.0.0.1

☑ Always trust content from this publisher.

This application will run with unrestricted access which may put your personal information at risk. Run this application only if you trust the publisher.

27.2 Configure DHCP Option

Client automatic registration only takes effect on the network where IP address is acquired via DHCP. To use this feature, we must set Option 232 on the DHCP server. **Option description**

DHCP option code: 232

DHCP option type: string

DHCP option information: CENTERM_CDMS_SERVER : server address : communication port

⌘ Option code of **232** cannot be changed; option type is character string (text). ⌘ Option prefix of **`CENTERM_CDMS_SERVER`** is fixed and cannot be changed.

⌘ When the deployment mode is simple mode and ordinary mode, the server address shall be the IP address of management server.

⌘ When the deployment mode is cluster mode, the server address shall be the IP address of load-balancing server.

⌘ The communication port shall be the same as the communication port set during management server installation (default: 8081).

⌘ Option prefix, server address and communication port shall be divided by colon (":").

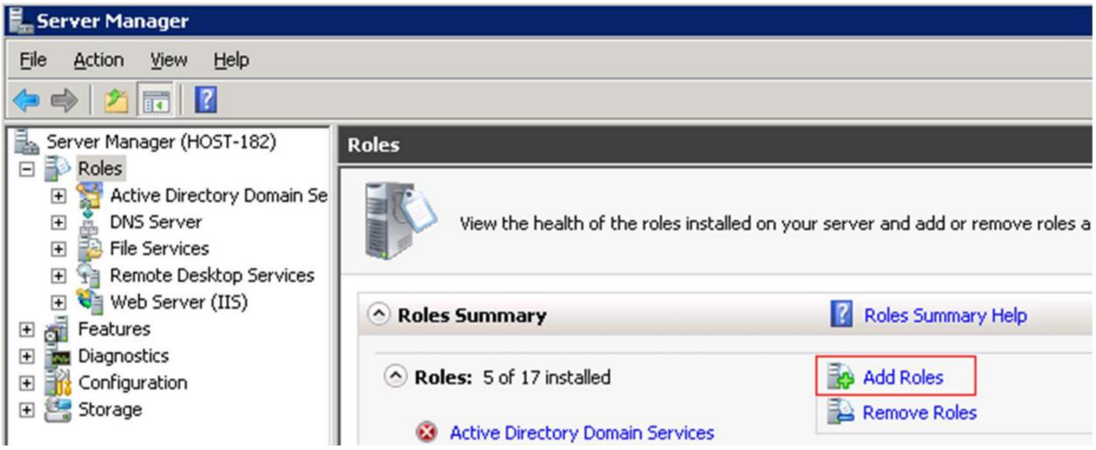
27.2.1 DHCP server for Windows server

You can install DHCP sever on the host computer running Windows server operating system and set DHCP options (Windows Server 2003/2008 supported).

Taking Windows Server 2008 as the example: perform the following steps to install and configure DHCP server.

Install Windows DHCP server

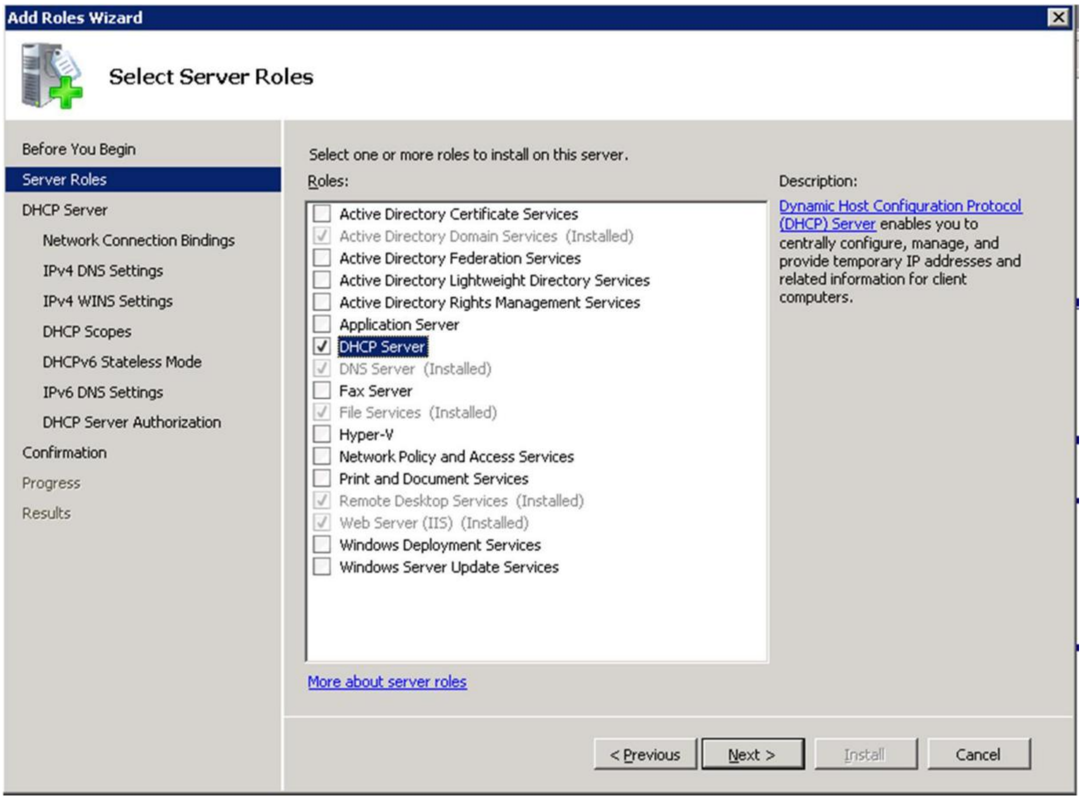
1. Go to "**Start -> All Programs -> Administrative Tools**" and select **"Server Manager"**.
2. Select "**Roles**" and click "**Add Roles**".



View the health of the roles installed on your server and add or remove roles a

Roles: 5 of 17 installed

3. Select "**Server Roles**", check "**DHCP Server**" and click "**Next**".



Select one or more roles to install on this server.

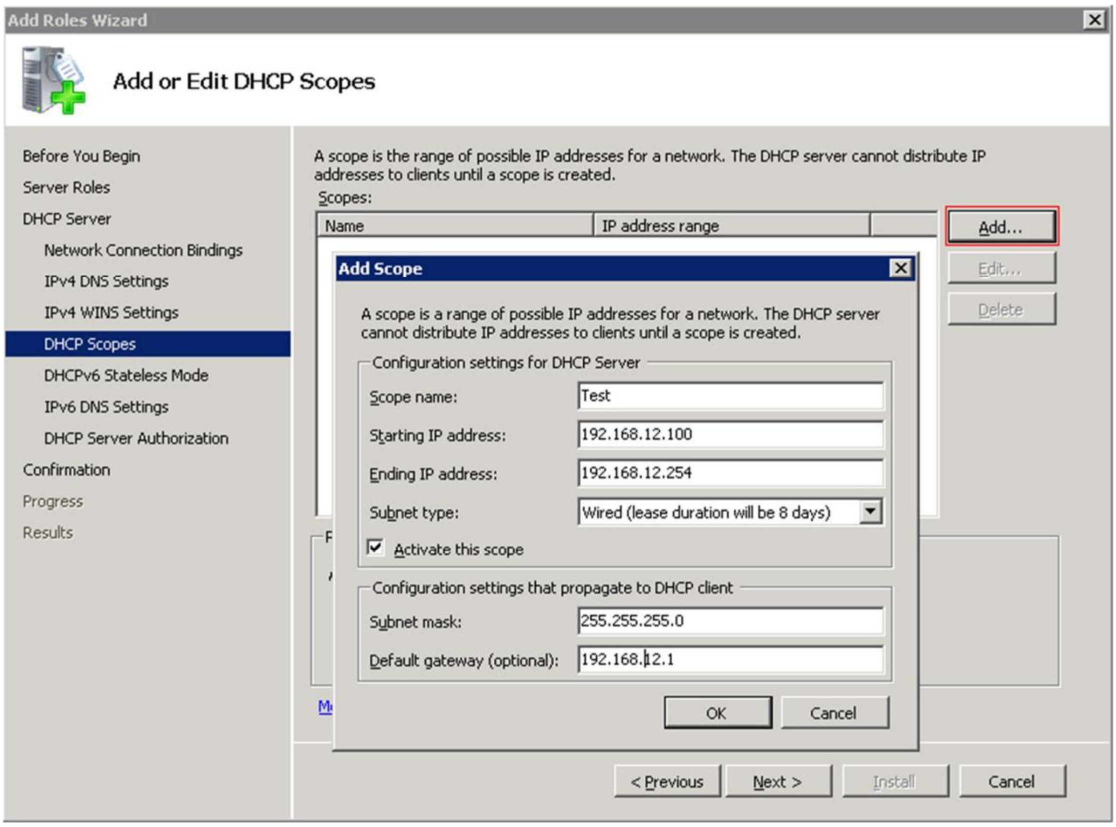
Roles:

- □ Active Directory Certificate Services
- ☑ Active Directory Domain Services (Installed)
- □ Active Directory Federation Services
- □ Active Directory Lightweight Directory Services
- □ Active Directory Rights Management Services
- □ Application Server
- ☑ DHCP Server
- ☑ DNS Server (Installed)
- □ Fax Server
- ☑ File Services (Installed)
- □ Hyper-V
- □ Network Policy and Access Services
- □ Print and Document Services
- ☑ Remote Desktop Services (Installed)
- ☑ Web Server (IIS) (Installed)
- □ Windows Deployment Services
- □ Windows Server Update Services

Description:

Dynamic Host Configuration Protocol (DHCP) Server enables you to centrally configure, manage, and provide temporary IP addresses and related information for client computers.

4. Under "**DHCP Server**", select "**IPv4 DNS Settings**" and enter DNS information or keep the default settings.
5. Under "**DHCP Server**", select "**DHCP Scopes**". Click "**Add**", enter scope information and click "**OK**".



Add or Edit DHCP Scopes

A scope is the range of possible IP addresses for a network. The DHCP server cannot distribute IP addresses to clients until a scope is created.

Scopes:

Name	IP address range

Add Scope

A scope is a range of possible IP addresses for a network. The DHCP server cannot distribute IP addresses to clients until a scope is created.

Configuration settings for DHCP Server

Scope name: Test

Starting IP address: 192.168.12.100

Ending IP address: 192.168.12.254

Subnet type: Wired (lease duration will be 8 days)

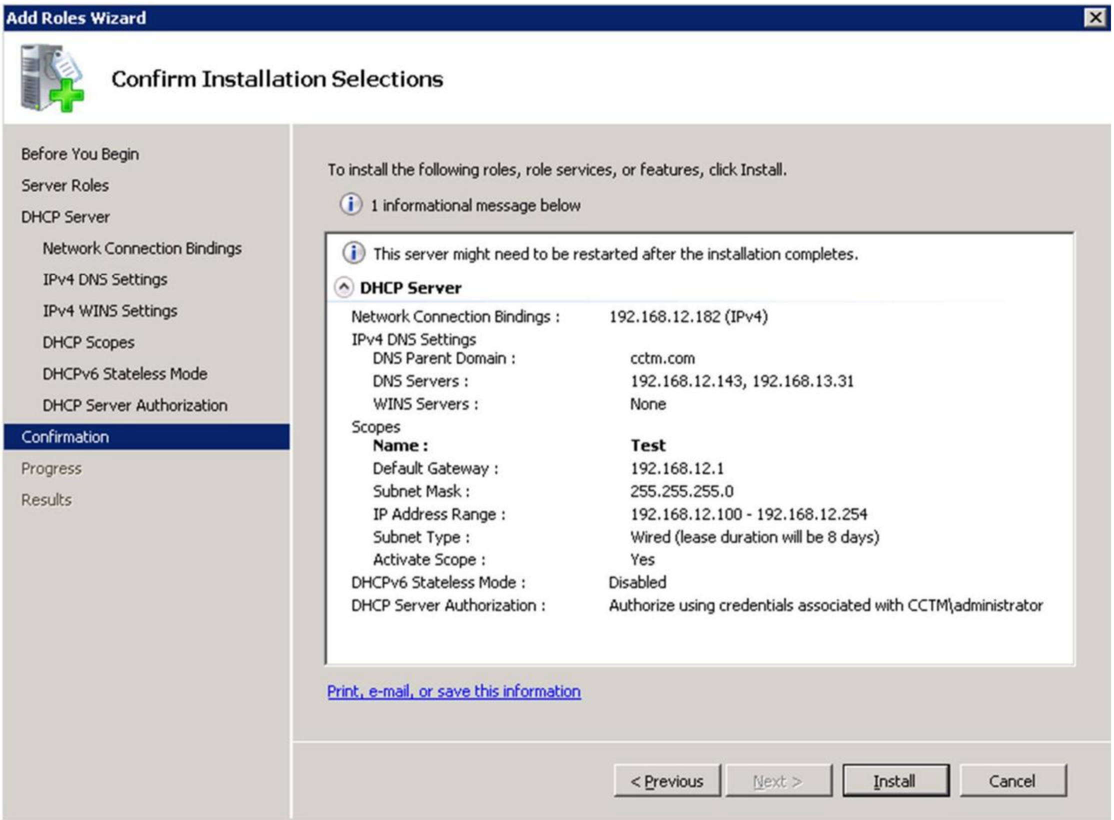
☑ Activate this scope

Configuration settings that propagate to DHCP client

Subnet mask: 255.255.255.0

Default gateway (optional): 192.168.12.1

6. Under "**DHCP Server**", select "**DHCPv6 Stateless Mode**" and then select "**Enable DHCPv6 stateless mode for this server**".
7. Select "**Confirmation**", check the configuration information and then click "**Install**".



Confirm Installation Selections

To install the following roles, role services, or features, click Install.

ⓘ 1 informational message below

ⓘ This server might need to be restarted after the installation completes.

DHCP Server

Network Connection Bindings : 192.168.12.182 (IPv4)

IPv4 DNS Settings

DNS Parent Domain : cctm.com

DNS Servers : 192.168.12.143, 192.168.13.31

WINS Servers : None

Scopes

Name : Test

Default Gateway : 192.168.12.1

Subnet Mask : 255.255.255.0

IP Address Range : 192.168.12.100 - 192.168.12.254

Subnet Type : Wired (lease duration will be 8 days)

Activate Scope : Yes

DHCPv6 Stateless Mode : Disabled

DHCP Server Authorization : Authorize using credentials associated with CCTM\administrator

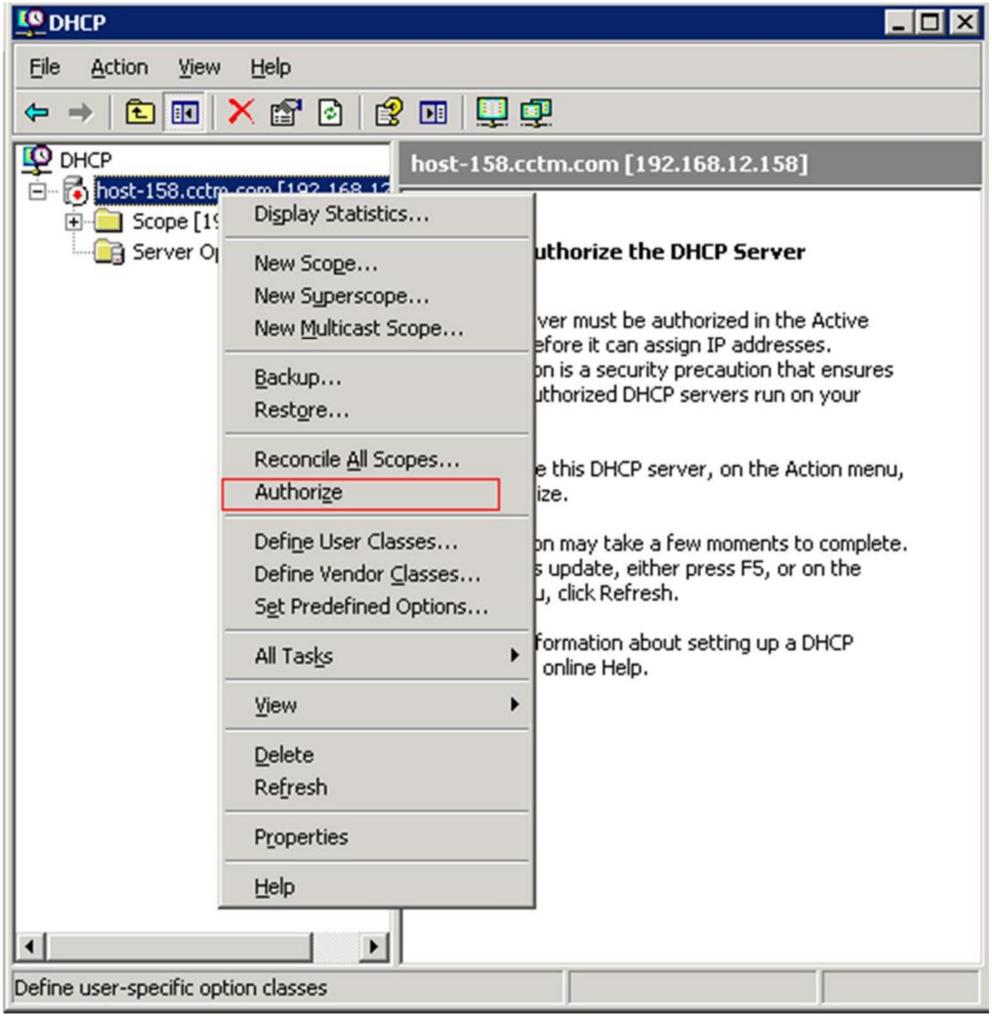
8. Close the window after successful installation.

Configure Windows DHCP server

9. Go to "**Start > All Programs > Administrative Tools > DHCP**" to open DHCP configuration interface.
10. Right-click the host and select "**Authorize**" from the context menu.

Caution:

> To authorize DHCP server, "Active Directory Domain Services" must be installed first.



uthorize the DHCP Server

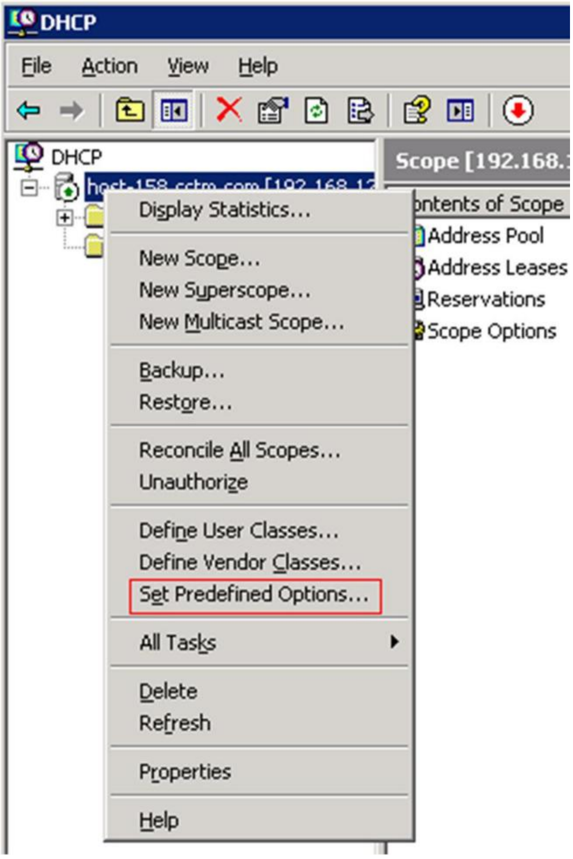
ver must be authorized in the Active efore it can assign IP addresses. on is a security precaution that ensures uthorized DHCP servers run on your

e this DHCP server, on the Action menu, ize.

on may take a few moments to complete. s update, either press F5, or on the u, click Refresh.

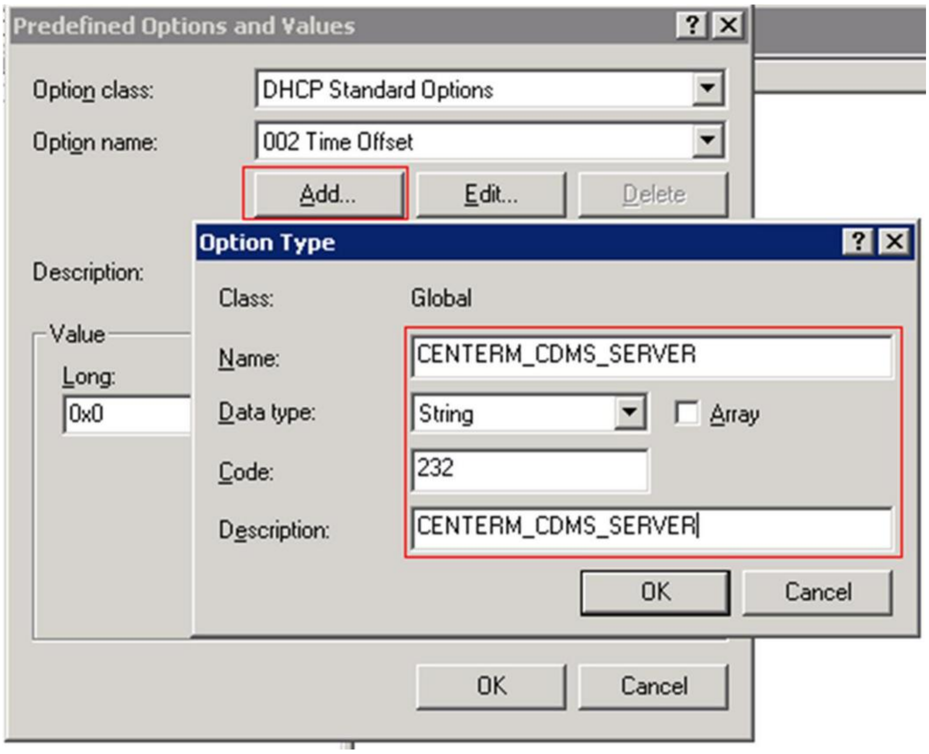
formation about setting up a DHCP online Help.

11. Reopen DHCP console and verify that the host has been successfully authorized. Right-click the server and select **"Set Predefined Options"**.



12. Click "**Add**", enter option information (as shown below) and then click "**OK**".

```
Name: CENTERM_CDMS_SERVER
Data type: String
Code: 232
```



Predefined Options and Values

Option class: DHCP Standard Options

Option name: 002 Time Offset

Description:

Value

Long: 0x0

Option Type

Class: Global

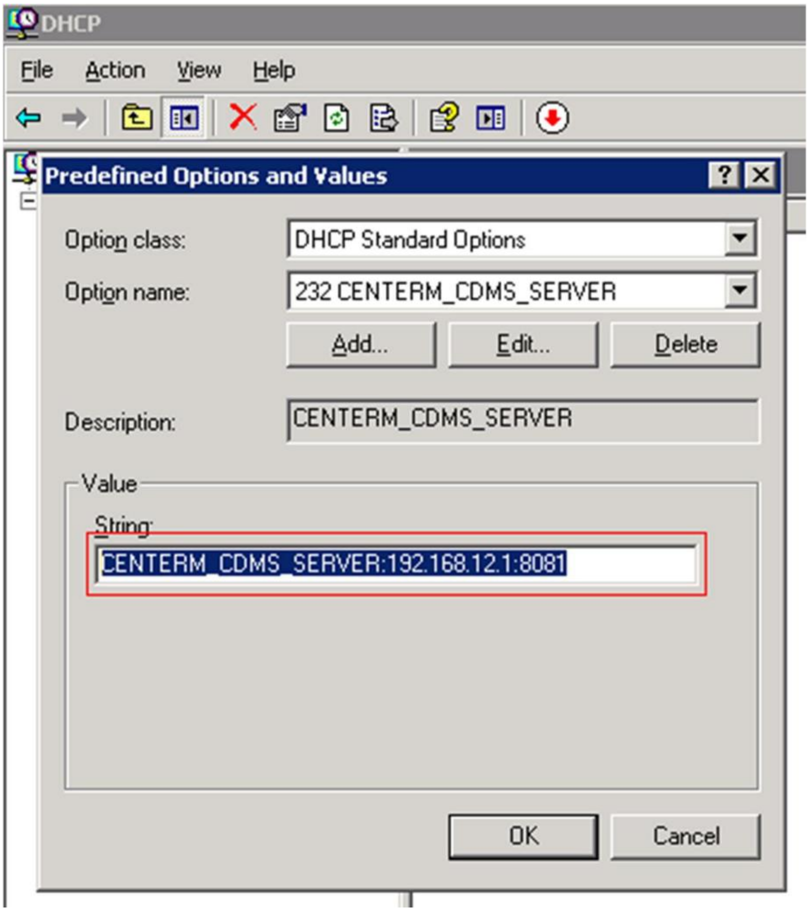
Name: CENTERM_CDMS_SERVER

Data type: String ☐ Array

Code: 232

Description: CENTERM_CDMS_SERVER

13. To add DHCP option, click "**OK**".



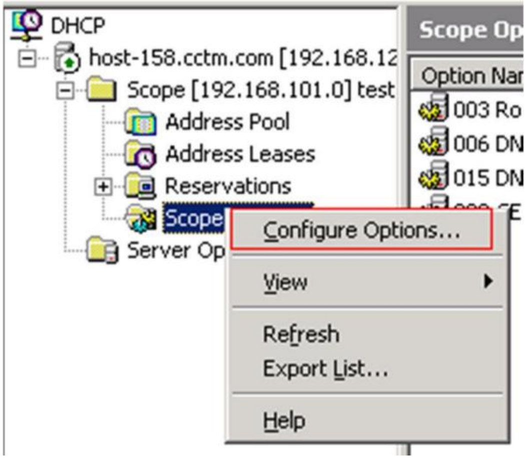
Option class: DHCP Standard Options

Option name: 232 CENTERM_CDMS_SERVER

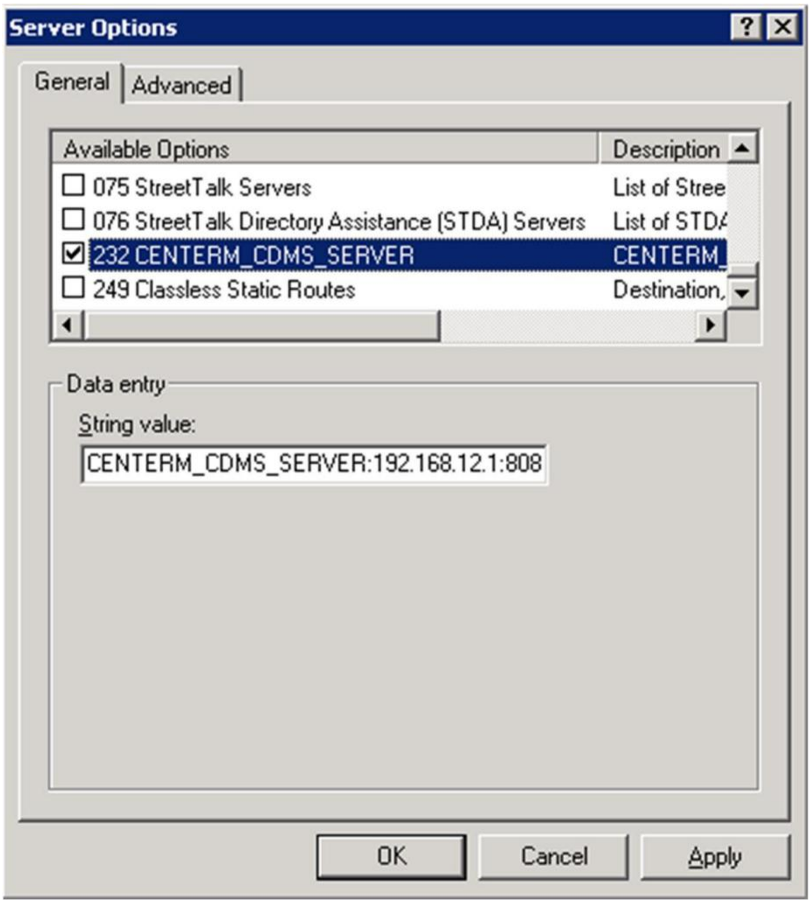
Description: CENTERM_CDMS_SERVER

String: CENTERM_CDMS_SERVER:192.168.12.1:8081

14. Right-click "**Scope Options**" and select "**Configure Options**".



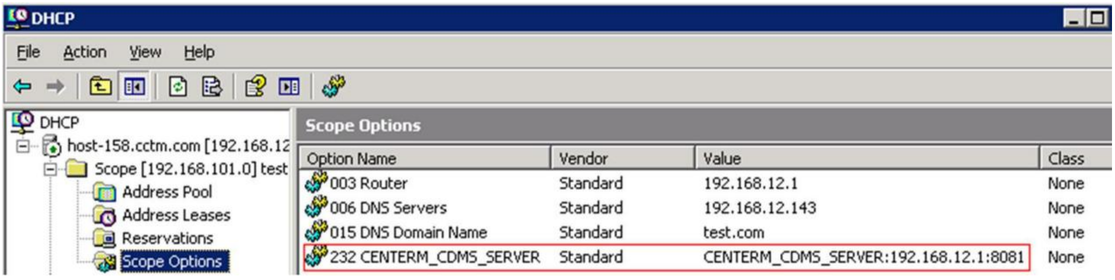
15. In the "**General**" tab of "**Server Options**", select Option 232 and click "**Apply**".



Available Options	Description
□ 075 StreetTalk Servers	List of Stree
□ 076 StreetTalk Directory Assistance (STDA) Servers	List of STDA
☑ 232 CENTERM_CDMS_SERVER	CENTERM_
□ 249 Classless Static Routes	Destination,

String value: CENTERM_CDMS_SERVER:192.168.12.1:808

16. The option has been successfully configured.



Option Name	Vendor	Value	Class
003 Router	Standard	192.168.12.1	None
006 DNS Servers	Standard	192.168.12.143	None
015 DNS Domain Name	Standard	test.com	None
232 CENTERM_CDMS_SERVER	Standard	CENTERM_CDMS_SERVER:192.168.12.1:8081	None

27.2.2 DHCP server for Linux Server

You can install DHCP sever on the host computer running Linux server operating system and set DHCP options.

Taking Ubuntu 9.10 as the example: perform the following steps to install and configure DHCP server.

1. Install DHCP server

```
sudo apt-get install dhcp3-server
```

2. Configure DHCP network adapter

```
emacs /etc/default/isc-dhcp-server
```

#Change to network adapter corresponding to the server, such as eth0, eth1, etc.

```
INTERFACES="eth0"
```

3. Back up the current configuration

```
sudo cp /etc/dhcp/dhcpd.conf /etc/dhcp3/dhcpd.conf.bak
```

4. Edit the current configuration file /etc/dhcp/dhcpd.conf

```
sudo vi /etc/dhcp/dhcpd.conf

ddns-update-style none; option

domain-name "tagpt.mtn";

default-lease-time 14400;

# minimum least time is 14400 seconds = 4 hours  max-lease-

time 36000;

# maximum lease time is 36000 seconds = 10 hours

subnet 192.168.2.0 netmask 255.255.255.0 {

# Range of IP addresses  range

192.168.2.77 192.168.2.240; option

subnet-mask 255.255.255.0; # Subnet

mask is 255.255.255.0  option routers

192.168.2.10; # Default gateway is

192.168.2.10  option broadcast-address

192.168.2.255;

# Broadcast address is 192.168.2.255

}   authoritative # Option   option cdms-server code 232 =
text             ;             option            cdms-server
“CENTERM_CDMS_SERVER:192.168.12.2:8081”;
```

5. Restart DHCP server

```
sudo /etc/init.d/dhcp3-server restart
```

A prompt message of OK means successful restart. If it failed, reinitialize the network and repeat the above steps.

27.2.3 DHCP server on the switch

You can configure DHCP option on the DHCP server of switch, which must support DHCP options and comply with RFC2131.

Taking Huawei S5700 switch as the example: perform the following steps to configure DHCP option.

Enable DHCP service

```
 [Quidway]dhcp enable
```

Configure DHCP address pool

```
[Quidway]ip dhcp pool A
```

Configure the assignable address range of the address pool

```
 [Quidway-ip-pool-a]network 192.168.1.0 mask 255.255.255.0
```

Configure the least duration of addresses in the address pool

```
 [Quidway-ip-pool-a]lease day 8
```

Configure default gateway for DHCP client

```
[Quidway-ip-pool-a] gateway-list 192.168.1.1
```

Configure DHCP option 232

```
 [Quidway-ip-pool-a] option 232 ascii
CENTERM_CDMS_SERVER:192.168.1.1:8081
```

Check DHCP service and DHCP option to verify the configuration

```
 [Quidway-ip-pool-a]display current-configuration
```

28 Reset admin Password

If the admin`s password is lost, it is necessary to reset to initial password, and then reset a new password.

Default password:

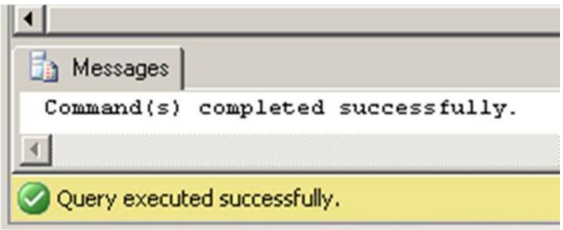
Software Version	administrator	Initial Password	Encrypted Password
3.6.01	admin	admin	21232f297a57a5a743894a0e4a801fc3
3.6.02	admin	Admin123!@#	A8D51FC6A058BFEACB77818D42D420AC 1BF31529393A784EC60F7C2443047462
5.0.000.000~	admin	Admin123!@#	A8D51FC6A058BFEACB77818D42D420AC 1BF31529393A784EC60F7C2443047462

SQL Server

1. Click **Start > All Programs > Microsoft SQL Server 2008 R2 > SQL Server Management Studio**log in Microsoft SQL Server Management Studio 濾
2. Click **New Query** to open a new query window, choose correct ***Encryted Password***. Execute below script.

```
use cdms_terminal
update sys_user set password='Encrypted Password' where
name='admin'
```

Perform success as shown in the figure below:



```
Command(s) completed successfully.
```

Query executed successfully.

MySQL

1. Click **Start** > **Run**type in `cmd`open a command window.
2. Run MySQL program. You should use real program path and password(*mypassword*) for root user.

```
cd c:\Program Files\MySQL\MySQL Server 5.5\bin
```

```
mysql.exe -uroot -pmypassword
```

3. Execute below script, using correct ***Encryted Password***.

```
use cdms_terminal update sys_user set password=' Encrypted Password' where name='admin'
```

29 Update the Online User Manual

Copy the user manual to CCCM server installation directory:

%CCCM%\Cinfin\runtime\deploy\webapps\download\ .

The file name fixed as follows:

- User manual in Chinese : *CN_User_Manual.pdf*
- User manual in English : *EN_User_Manual.pdf*