

eMagnify Desktop Service Management

eMagnify DSM (emDSM) is a custom developed end to end solution with years of experience within the technology field.

The system was built from the ground up to cater for needs within businesses based on industry experience.

The application server can run on both Linux and Windows servers, giving customers a wealth of choice on infrastructure.



Why this new development? Very simple. Most other desktop service management (DSM) solutions offer a generic “what we think you need” solution. The issue is that all customers are unique. What if there is a NAT or Firewall rule preventing the successful implementation of a DSM solution? What if your network are not in a 100% presentable state for a perfect implementation?

A sad fact is that most customers have hybrid implementation schemes on their network topology. Some implemented Active Directory, others didn't, other have a hybrid between the domain and Active Directory. Most “off the shelf” solutions out there assumes an already perfect implementation of the infrastructure.

This is where emDSM makes the difference—We realize that most customers looking for a solution to improve and maintain their infrastructure. The whole purpose of emDSM is based on the fact that we know the world is not perfect.

emDSM as a baseline were designed to bring a computer network up to scratch with corporate policies, and then maintain this clean setup autonomously afterwards.

Welcome to the real world!



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T3cnocraft eMagnify DSM data sheet



- *emDSM was built on ZK within Java, using MySQL as the database. Cost will be kept at a bare minimum on software dependencies.*
- *The user interface are a HTML5 webclient*
- *It runs well under both Windows and Linux*
- *The agent is written in C++, keeping memory and size to the minimum*

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The whole architecture of emDSM is to make it easy to navigate. The HTML5 web based pages load as if it's a full application.

The whole system was designed to give it an "all in one" look and feel. Not once the user will feel like they are leaving the system to push out rules, packages or remote control actions.



What is covered in this solution?

- Software packaging for distribution
- Allow local depot servers to store and replicate installation files. This will keep the bandwidth over the HTTP protocol to the absolute minimum
- Queuing service to allow messages to and from the agents and server to be persisted. Most other systems work on RPC where the message if errored out gets lost.
- Allow packages to be scripted with dependencies on both other packages as well as operating system
- Web based HTML5 remote control which can be invoked from within the GUI
- Blacklisting on applications. This will stop applications from launching by the agent. Even if the executable are renamed, the system will kill the task based on a fingerprint
- Scheduled audits of the assets (computers). This include all information on the hardware and software. Within emDSM administrators will be able to view the history of all installed applications as well as hardware changes—even if the memory were swapped in the memory banks!
- Monitoring, as well as blocking, on USB activity
- Operating system upgrades or fresh installs via agent or PXE boot
- Patch management for some core well known applications
- Open reporting tool with report presets



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- *Since the application server run on Linux as well, it could potentially save on CAL requirements for windows servers*
- *The server could act as the PXE bootup server for remote operating system upgrades.*

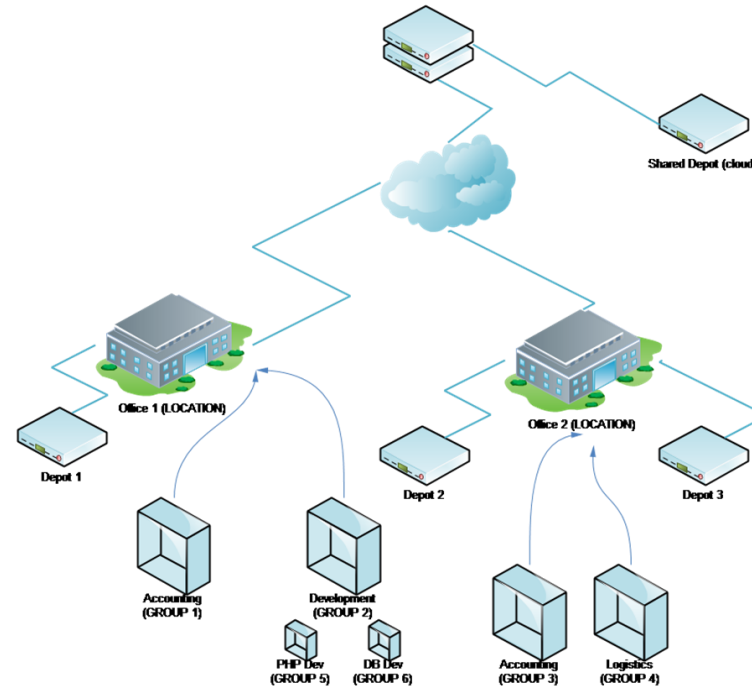
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Depots plays an important role in the planning of your rollout. If the administration is done on the cloud, large installations like operating systems or MS Office could burden the HTTP protocol.

For this reason emDSM allow the agents to obtain the key install files from local depot servers. One location can even have multiple depots. This will allow the customer to cater for high volume sites.



Depots and locations



- The system administration can be cloud or premise based
- All depots can be local to a remote location, allowing large installation packages to download files locally using SMB
- Depots replicate on a preset frequency as soon as a package gets published



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- Depots are SMB based. For this reason both Windows or Linux servers could be use as a fileshare
- The depots could be password protected

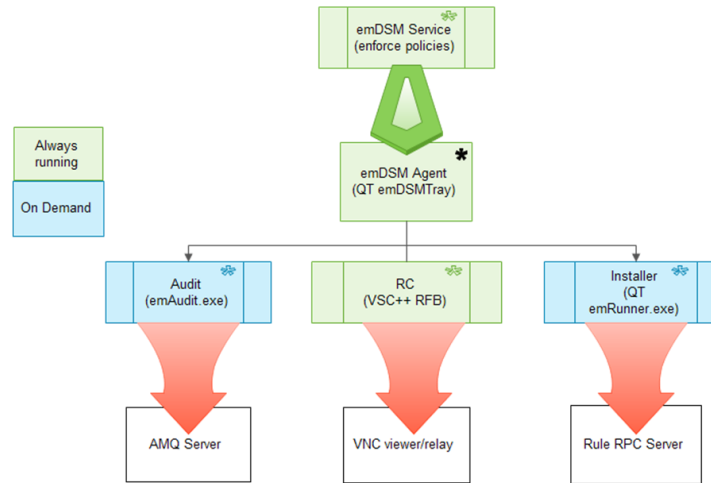
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The overall architecture allows the system to function across most restrictive NATs and Firewalls. The agent is in constant contact with the message queuing, allowing the system to push and pull instructions on demand.

This creates a secure separation between the agent and server, preventing abuse.



Real world implementation



- emDSM is designed for the real world. Messages gets queued and executed on demand. This will keep the system resources to the absolute minimum
- Using the AMQ protocol from the agent allows the system to communicated via the proven queuing mechanism
- Audits are could be on demand, as well scheduled
- In a nutshell, the agents could be summarized



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- *The agent uses less than 2MB of memory will running as a service. It will only kick of audits and other low memory usage task when they are needed*