



MyDesktopManager

Installation Manual

Version 1.0

OPEN SOURCE COMPETENCY CENTRE (OSCC) MAMPU

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1 Introduction

MyDesktopManager is a comprehensive solution for asset management within an organisation. The principle purpose of this product is to simplify the tasks of system/network administrators, e.g. deploying software in a network and keeping track of an organisation's IT inventory information (software and hardware) as well as network and system health monitoring.

1.1 System Function

The administrative interface is accessible by users using a web-browser. Being web-based, no installation of additional software is required on the user's PC. The desktops that are being managed and monitored will have agents installed for communication with the system.

1.2 Features

These system's features are as follows:

Inventory Management

Automatically gather and organise data for IT assets including software and hardware, serial numbers, applications and versions, quantity and more.

Network Monitoring

Integration with MyNetWatch to monitor network and system health. Checks if machine is alive and lists available machines and services in the network.

Alerting

Trigger alert on any unavailability occurrence.

Helpdesk Issue Tracking

Centrally track and manage helpdesk issues.

Software Deployment

Centrally deploy software installations and updates to multiple workstations from a single station (server). The system will support only software that can perform silent installation.

Remote Desktop

To enable remote connection from central DMS server to remote machines and allow administrator to diagnose and fix problems

Statistics and Reporting

Generate reports and statistics by month, year and total to track hardware, issues, and help ensure software compliance.

2 System Requirements

2.1 System Requirements for Server

- **Hardware :**
 - Pentium IV
 - 1GB RAM
 - 40 GB Hard Disk Drive
 - Network (100Mbps)
- **Software :**
 - Ubuntu (Server)
 - Apache (Web server)
 - Mysql (Database)

2.2 User Requirements (Helpdesk and System Administrators)

- Linux or Windows operating system
- Mozilla Firefox, Opera, Internet Explorer, Google Chrome

3 Architecture

3.1 Components

There are 4 core components in MyDesktopManager comprising OCS Inventory, GLPI, NagiosQL and Nagios3.

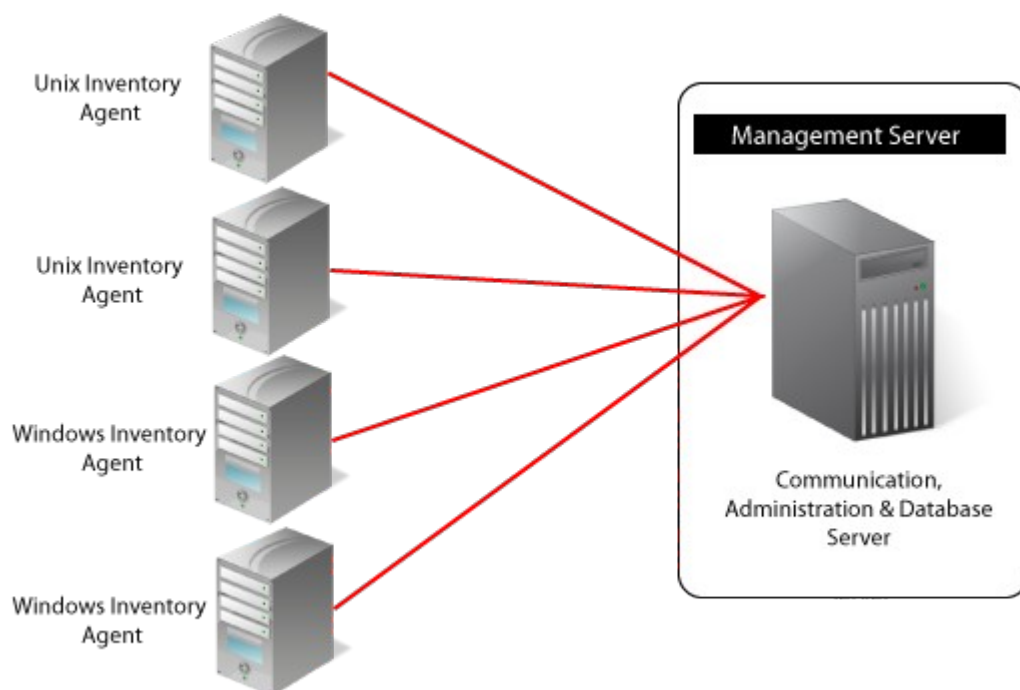
OCS Inventory - Computer inventory and software deployment system

GLPI - Asset management and helpdesk ticket management

NagiosQL - Network monitoring administration

Nagios3 - Network monitoring console

3.2 Design



4 Installation

4.1 Server Installation

- 1. Open a terminal in Ubuntu**
- 2. Add MyDesktopManager repository in sources.list**
 - `/etc/apt/sources.list` and add the following line
 - `deb http://dms.oscc.org.my/repo binary/`
- 3. Update the local package index with the latest changes made in repositories using the command below**
 - `apt-get update`
- 4. Install MyDesktopManager**
 - `apt-get install osccdms`

NB: Throughout the installation process, applications will prompt for username and password which is oscc and oscc123.

5. Access to MyDesktopManager via web browser

- `http://<IP address>/dms`

4.2 Agent Installation

4.2.1 Agent on Ubuntu

Agent on Ubuntu can be installed via terminal or using the graphical package management (Synaptic Manager).

Installation via terminal

- `sudo apt-get install ocsinventory-agent`
- Choose 'http' when prompted for connection protocol and point it to the MyDesktopManager's server.
- The agent configuration is stored in `/etc/ocsinventory/ocsinventory-agent.cfg`

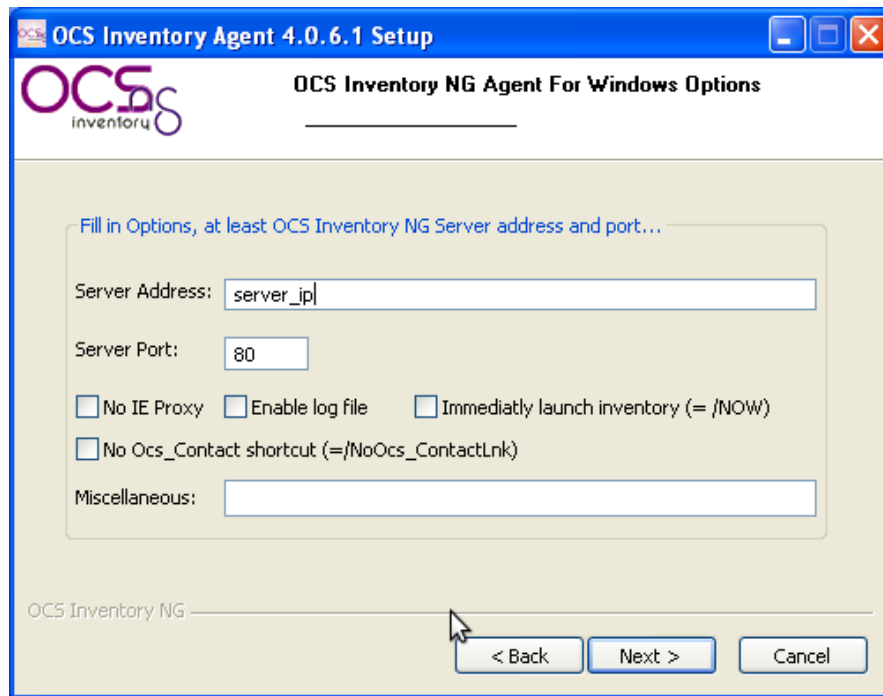
Installation via Graphical Package Management (Synaptic Manager)

- Run Synaptic Manager
- Search for 'ocsinventory-agent' and mark it for installation
- Apply the marked changes
- Choose 'http' when prompted for connection protocol and point it to the MyDesktopManager's server.
- The agent configuration is stored in `/etc/ocsinventory/ocsinventory-agent.cfg`

4.2.2 Agent on Windows

Agent on Windows can be installed and configured in few steps as illustrated below :

1. Download OCS Inventory agent from <http://www.ocsinventory-ng.org>
2. Extract and run **OcsAgentSetup.exe**.
3. Follow the installation wizard until greeted with Options page, as in Figure 1. Fill in the required **Server Address** and other options. When in doubt, obtain information from your OCS Inventory Administrator.

*Figure 1*