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# *Template for Absolute Manage documents*

*for Absolute® Manage n.n*

**Absolute**® Software  
[www.absolute.com](http://www.absolute.com)

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## Absolute Manage n.n Template for Absolute Manage documents—Documentation Release 1

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## Chapter 1 *About This Guide*

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The Absolute Manage suite of applications is a client management solution for managing all of your Windows and Mac OS computers (traditional laptops and desktops), as well as Android, iOS, and Windows Phone mobile devices, from a single, unified Administration application (Admin). You can mix and match Absolute Manage components, including the server and Admin. For example, you can install Absolute Manage on a Mac or Windows platforms, and manage traditional and mobile devices from either platform.

This chapter includes information on the following topics:

- [Audience](#)
- [Using this Guide](#)
- [Contacting Absolute Software Global Support](#)

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### Audience

This guide provides [<what type of?>](#) instructions for Administrators [<and end-users?>](#) who use Absolute Manage for Mobile Devices to manage their organizations' mobile device population.

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### Using this Guide

The Template for Absolute Manage documents is comprised of the following chapters:

- [Chapter 1: "About This Guide" on page 4](#) (this chapter) provides an overview of this document.
- [Chapter 2: "Chapter Name goes here" on page 6](#) provides information about [<what? type the info here>](#).
- Appendix A: "Appendix Name" on page 7 provides information about [<what? type the info here>](#).
- The ["Glossary" on page 8](#) provides a list of acronyms, and the terms and their definitions used throughout this guide.

### Conventions Used in this Guide

The following conventions are used throughout this guide:

- Directory names, file names, field names, and UI objects are represented using bold; for example:
  - In Windows XP, the **notepad.exe** file is located in the **windows\system32** directory.
  - **UserID** — enter your user identification number in this field.
  - Click **Apply**.
- When using checkboxes:
  - Click an empty checkbox to activate it.
  - Click an activated checkbox to clear it (ensure there is nothing in the checkbox), which deactivates it.

- Cross references to other locations within this user guide are indicated in green text with an underscore; for example: see [Conventions Used in this Guide](#). Clicking a cross reference takes you to that location in the guide.
- References to other locations in the guide are expressed in one of following possible ways:
  - For more information, see — indicates that there is information that provides more context on this topic.
  - See — indicates there is more information, but it's not required to understand what is presented here.
  - See the task — indicates where to find specific instructions.
- References to other documents are shown in italic text and the heading is surrounded by quotation marks, as follows:

For more information, see the *Absolute Manage User Guide*, under the heading "Initial configuration of Absolute Manage Server".

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## Contacting Absolute Software Global Support

If you have difficulty using Absolute Manage or installing the Agent, contact Absolute Software Global Support using the Absolute Software website at <http://www.absolute.com/support>. We welcome your questions, comments, and feature requests.

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## *Chapter 2    Chapter Name goes here*

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The first paragraph sets the context for the particular chapter you're introducing. Each chapter also includes a bulleted list of cross-referenced Heading 1 topics. Providing these links lets readers quickly access the information they need.

This chapter includes information on the following topics:

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## *Appendix A Appendix Name*

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The first paragraph sets the context for the particular appendix. Each appendix also includes a bulleted list of cross-referenced Heading 1 topics. Providing these links lets readers quickly access the information they need.

This appendix includes information on the following topics:

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# Glossary

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The glossary defines the various terms used in the Absolute Manage application and specifically those terms that show in this guide. <Make sure when you complete a guide, that you take a final read of it to highlight and include any terms used in it that need to their definitions included in the Glossary for that guide.>

Term	Description
<b>Absolute Manage</b>	A system that helps you manage your organization's remote computers and mobile devices. This system consists of several different elements that you install on the computer in your network: <ul style="list-style-type: none"><li>• an <a href="#">Agent</a></li><li>• a <a href="#">Central Server</a></li><li>• an optional <a href="#">MDM Server</a></li><li>• the <a href="#">Absolute Manage Admin</a> application</li></ul>
<b>Absolute Manage Admin</b>	Refers to the Administration application, which is the command center for the Absolute Manage system.  Use the Admin both to control the server (and through the server, to control the Agents), and to show required information. You can install the Admin on multiple computers, as needed.
<b>ADC</b>	Agent Deployment Center.
<b>Agent</b>	A software application that is installed on each managed computer and mobile device. Agents receive commands from Absolute Manage and carry them out on the local computer, sending back information as required. There is a minimal local interface to specify some information.
<b>Central Server</b>	Acts as the hub of the system. When this server receives instructions, it sends out commands to the Agents, collects the information they send back, and stores the information in its database.  There is usually one server per managed network, although multiple servers are possible. Servers have no user interface of their own—they are managed by the <a href="#">Absolute Manage Admin</a> application.  Absolute Manage effortlessly handles hierarchies of servers and specialized servers; for example, for <a href="#">Software Distribution</a> .
<b>Desktop Devices</b>	Refers to traditional desktop and laptop computers.
<b>Device</b>	A piece of electronic communication hardware on which you can install the Agent, such as Windows or Mac computers.
<b>Distribution Points</b>	Computers that are designated to hold software installers for the Software Distribution Center and distribute them to the Agents.
<b>DNS</b>	Domain Name Service.  We recommend that you assign a DNS name to the Absolute Manage servers and Distribution Points to minimize the time and effort it takes to recover from a catastrophic failure in the event that either of these components fail.
<b>Endpoints</b>	The total number of both desktop devices and mobile devices that are hosted on the Absolute Manage servers. For example, in the <i>Optimization Guide</i> , there is a table where endpoints are referenced when determining the thresholds reached for optimizing Absolute Manage functionality.
<b>GUID</b>	Globally Unique IDentifier.



Term	Description
<b>HUP</b>	Hang Up signal.
<b>Inventory Monitoring</b>	Each Agent on managed computers and devices is assigned to a single server (including the <a href="#">Central Server</a> ) or multiple servers using an <a href="#">IP</a> address or <a href="#">DNS</a> names. An Agent can be assigned to any number of inventory servers, all of which have the same level of access. Only these servers can send commands to and receive information from their assigned Agents.
<b>IP</b>	Internet Protocol.
<b>IT</b>	Information Technology.
<b>Load-balance</b>	Distributing workloads across computers or other resources for optimal use and overload avoidance. Used to increase reliability through redundancy.
<b>Master Distribution Point</b>	One master distribution point must exist at all times in the software distribution system. For recommended best practice regarding distribution points, see also <a href="#">Secondary Distribution Point</a> . The master distribution point serves as the source of software installers for the other (mirror) distribution points. There must always be exactly one master distribution point.
<b>Managed Computers and Devices</b>	Those desktop devices and mobile devices on which an Agent resides.
<b>MDM</b>	Mobile Device Management.
<b>MDM Server</b>	This optional server handles the management of mobile devices. This server is tightly coupled to the main Absolute Manage Server and is controlled from the same Admin application.
<b>Mobile Devices</b>	Refers to iOS, Android, and Windows Phone mobile devices.
<b>Multiple Servers</b>	An installation where the server roles are dispersed across more than one server.
<b>Payloads</b>	Files or folders that are installed on the client computers. Payloads are stored on <a href="#">Distribution Points</a> and referenced in installation packages.
<b>.pem file</b>	Private encryption key file.
<b>RAID</b>	Redundant Array of Independent Disks.
<b>RAM</b>	Random Access Memory.
<b>Redundancy</b>	Provides additional or duplicate systems, equipment, and so forth that function when a system or the hardware fails.
<b>Secondary Distribution Point</b>	As a best practice we recommend that you configure at least two distribution points—one <a href="#">Master Distribution Point</a> and one secondary mirror distribution point. This method ensures that there is always a backup copy of your software payloads, which lets you continue distributing software even when one of the distribution points is lost.
<b>Server Roles</b>	Applications have specific network requirements and prerequisites. Server roles include Inventory database, Software Distribution database, and License Monitoring database. One instance of each role is required.
<b>Service Framework</b>	A root website that hosts web services already shared between all applications in a Absolute Manage Data Center.
<b>Single Server Deployment</b>	An installation where all three server roles are installed on one server.
<b>Software Distribution</b>	Automatically distribute and install a specific range of software applications on new and existing managed computers. For mobile devices, you can distribute software applications through an app store.

Term	Description
<b>SSL Certificates</b>	For security reasons Absolute Manage components, such as servers, Admins, and Agents, require SSL certificates to identify all components, and to validate and secure traffic from the Agents.
<b>UDID</b>	Unique Device IDentifier. Found in iTunes, this is a sequence of 40 numbers and letters specific to an iOS mobile device.
<b>User Roles</b>	Absolute Manage supports Users and two types of Administrators: standard administrators and superadministrators.

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