**Anakage:**

Anakage is End User Support Automation Platform for IT Service Desk to reduce support calls by using cobots / solutions.

Cobots:

Cobots are the centre of everything that we do to resolve user issues.

Cobots are the script based automation or involving step by step guidance to solve the issues.

Using Anakage platform, you get access to more than 50 such utilities and a way to create and deploy them faster in your environment.

Cobots are of two types:

1. Purely automated

These can act and fix an issue by firing the scripts/codes without needing any user intervention.

Example:

Delete the temp files.

Maintain the proxy setting.

1. Guided

Some type of tasks cannot be automated

* **Script is not technically feasible**
* **User intervention is needed**

  Consider the case when there are different proxies for different teams or user needs to change proxy when they go to home. In these cases, there is user intervention needed, so cobots take these inputs from users and act appropriately.

**Components of Anakage Platform:**

* Self Help Online Portal

It hosts cobots / solutions on portal from where users can download and run the solutions to fix their issues. Cobots works without needing any install with user permission.

* Self Help offline desktop application for window

It hosts cobots in an offline desktop application which needs admin rights to be installed. The solutions can resolve issues needing admin rights also if the steps can be handled by script-based automation.

This can be installed using an msi installer and can be bulk pushed to any standard deployment platforms like SCCM, Bigfix etc.

* Self Help offline Mac application for Macintosh – It hosts cobots for macintosh platform.
* Self-Heal applications for windows

These are set of cobots which works without needing any user intervention and executes at regular interval to act.

* Admin console

It provides various data points and admin actions for administrators so that they are aware of their environment without high touch points.

**Generating and Deploying certificates for https**

It is used for secure communication over a computer network, and is widely used on the Internet.

**Create a keystore:**

Using key tool to generate the key store

**Syntax**: **keytool -alias keystorealias -genkey -keyalg RSA -keysize 2048 -keystore KEYSTORE.jks -storepass “password”**

**Create certificate signing Request**

**Syntax: keytool -certreq -alias keystorealias -keystore KEYSTORE.jks -file servername.csr**