

## Acer Office Manager (AOM)

Training Material v1.2



## W10

**1** ACER CONFIDENTIAL

Acer Office Manager Initialization Dashboard Task Scheduler



Acer Office Manager requires users to perform the initialization when executing Acer Office Manager for the first time.

- Click **Next** if this is the first time to setup Acer Office Manager at your environment
- If you want to move previous AOM data and settings from another computer
  - 1. Check Import data
  - 2. Point to the file location from **Browse** to import the file
  - 3. Click Next



## Set Acer Office Manager Console password

- 1. Enter the password
- 2. Confirm the password
- 3. Enter security token
- 4. Click **Next** to save changes



#### Client Discovery Settings.

- Set client IP range
- Click **Next** to save changes

| Acer Office Manager  Acer Office Manager  Acer Office Manager  Acer Office Manager  Acer Office Protocol version 3.0) protocol are supported.  Acer Office Protocol version 3.0) protocol are supported.  Acer Office Manager  Acer Office Manag   | acer   |
|--|--|
| Accel Onice Mininger   | Acer Office Manager  |
| Step 3. Email settings<br>Note: Only mail systems using POP3 (Post Office Protocol version 3.0) protocol are supported.<br>acce@gmail.com<br>hassword<br>************************************  |  |
| Note: Only mail systems using POP3 (Post Office Protocol version 3.0) protocol are supported.<br>ace@gmail.com<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>bassword<br>basswo | Step 3. Email settings   |
| acer@gmail.com Password  AMTP server smtgmail.com Port 25  Previous Next   | Note: Only mail systems using POP3 (Post Office Protocol version 3.0) protocol are supported.<br>Email address |
| Password  Password  MTP server sintp_mail.com Port 25  Previous Next   | acer@gmail.com   |
| MTP server smtp.gmail.com Port 25 Previous Next  | Password   |
| SMTP server smtp.gmail.com Port 25 Previous Next   |  |
| smtpgmil.com<br>Port<br>25<br>Previous Next  | SMTP server  |
| Prort 25 Previous Next   | smtp.gmail.com   |
| 25<br>Previous Next  | Port   |
| Previous Next  |  |
|  | Previous   |

## Set E-mail address to send the notifications

- 1. Set the email address
- 2. Enter the password
- 3. Set SMTP server
- 4. Set server port number
- 5. Click **Next** to save changes

Dashboard

## Dashboard

| <ul> <li>Acer Office Manager Console</li> </ul> |                          | - 0  |
|---|--------------------------|--|
| <b>BCEF</b> Office Manager                      |                          |  |
| Dashboard                                       |                          |  |
| 🖸 Client manager                                |                          |  |
| Policies  |                          | C  |
| Software Deployment                             | Managed Client(s) Status | Discovered Client(s) Status                |
| Assets  |                          |  |
| Task scheduler                                  |                          |  |
| 월 Logs  |                          | 1 1<br>Managed Agent(s) Unmanaged Agent(s) |
|   | Task Status              | Asset Change                               |
|   | Name Last run result     | # Computer name                            |
|   |                          |  |
|   |                          |  |

The Dashboard is the place to view a snapshot of the entire client's information.

- View the amount of managed clients and the online/offline computers
- New clients item which are the clients connected to the console, but are not being managed

Dashboard Client Manager

## Client Manager

| ← Acer Office Manager Console |             |               |  |  | 100 | a ×           |
|-------------------------------|-------------|---------------|--|--|-----|---------------|
| <b>acer</b> Office Manager    |             |               |  |  |     | <b>O</b> Help |
| Dashboard                     |             |               |  |  |     |               |
| 😨 Client manager              |             |               |  |  |     |               |
|                               | I≣ Action - |               |  |  |     | S             |
|                               |             | Computer name |  |  |     |               |
| Assets                        |             |               |  |  |     |               |
| 🗰 Task scheduler              |             |               |  |  |     |               |
|                               |             |               |  |  |     |               |

The Client Manager will manage the relationships between the client and the console.

## Client Manager - Group the Clients



To group the clients into different groups for easier manageability and visibility

- 1. Press All and choose Add a group
- 2. Give a name to this new group
- 3. Click Save

## Client Manager - Delete a Group



#### To delete the created group

- 1. Select the desired group
- 2. Click "- Delete group" to delete the group

## Client Manager - Move a Client



To move a client to a group

- 1. Select the desired client
- 2. Click + Move to group to move the client
- 3. Select a target group to join

## Client Manager - Delete a Client



#### To delete a client

- 1. Select the desired client
- 2. Click + Move to group -
- 3. Click Remove from group

## Client Manager - Refresh a Client Status



#### To refresh the client status

- 1. Select the desired client
- 2. Click to refresh the client status

## Client Manager - Rename a Client



To rename the client

- 1. Choose Action and select Rename item
- 2. Type the new name on the message box

## Client Manager - Remote Control a Client



#### To remote control the client

- 1. Press 🗏 Action 🗸
- 2. Select actions such like **Restart** under Remote control menu

Acer Office Manager Initialization
Dashboard

**Client Manager** 

Policies

Assets

Task Scheduler

Settings

Troubleshooting

## **Policies**

| ← Acer Office Manager Console |                   |            | - | o x    |
|-------------------------------|-------------------|------------|---|--------|
| <b>acer</b> Office Manager    |                   | 🌣 Settings |   | O Help |
| Dashboard                     |                   |            |   |        |
| 🛃 Client manager              |                   |            |   |        |
| E Policies                    | + = *             |            |   | C      |
| B Software Deployment         | Policy name       |            |   |        |
| E Assets                      | 🗹 Yahoo Home Page |            |   |        |
| Task scheduler                |                   |            |   |        |
| 間 Logs                        |                   |            |   |        |

The Policy Enforcement has the capability to increase security of the client's machine through management of internet explorer security, password complexity, computer power option, BIOS passwords, boot order sequences, and devices such as USB, camera, etc...

Management of all these functions helps the IT Managers or owners to secure their proprietary intellectual property.

## Policies - Add a Policy



#### " To add a policy

- 1. To add a policy
- 2. Give the Policy name
- 3. Decide Wallpaper, Auto play and Homepage

## Policies - Delete a Policy



#### To delete a policy

- 1. Select the desired policy
- 2. Click  $\overline{\mathbf{m}}$  to delete the policy

Acer Office Manager Initialization Dashboard

**Client Manager** 

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User can fast look up the asset information for all managed clients from Asset based on their preference by different categories, including System information, Hardware information, Software information and Hotfix information.

User can select the information for all managed clients or the searched result they would like to be generated as a file.

# Assets - Generate the Asset Report



#### To generate asset report

1. Click Generate report and then can download report

# Assets - Look Up System Information



#### To look up system information

- 1. Select System Information tab
- 2. Choose OS from OS scroll-down menu
- 3. The results are filtered on the window

## Assets - Look Up Hardware Information



#### To look up hardware information

- 1. Select Hardware tab
- 2. Choose a component from the Hardware scroll-down menu and manufacture scroll-down menu
- 3. The results are filtered on the window

# Assets - Look Up Software Information

| Acer Unixe manager Console  | - t          | ×      |
|---|--------------|--------|
| Ceff Office Manager Office Manager  |              | O Help |
| Dashboard   |              | >      |
| E Client manager  |              |        |
|   |              | S      |
| B Software Deployment Computer name Model Software name Asset to  | g Serial num | ber    |
| # Assets         TWIFEN1612143A         Igor Pavlov         7-Zip 16.04 (x64)         16.04                     |              |        |
| Twit Scheduler TWITPEN1612143A ELAN Microelectronic Corp. ELAN HIDI2C Filter Driver X64 13.6.7.2, WHOL 13.6.7.2 |              |        |
|   |              |        |
| El Logis TWTPEN1612143A Pulse Secure: LLC Pulse Secure Setup Client 64-bit Activex Control 2.1.1.1              |              |        |
|   |              |        |
|   |              |        |
|   |              | 1.000  |
|   |              | port   |
|   |              |        |
|   |              |        |
|   |              |        |
|   |              |        |

#### To look up software information

- 1. Select Software tab
- 2. Choose Model and software name
- 3. The results are filtered on the window
- 4. Choose software name from **Software name** scroll-down menu to narrow the results if necessary
- 5. The results with software name condition are filtered on the window

## Assets - Look Up Hotfix Information

| ← Acer Office Manager Console |               |   |                             |  | <br>200 | 0    | × |
|-------------------------------|---------------|---|-----------------------------|--|---------|------|---|
| <b>Office</b> Manager         |               |   |                             |  |         | • He |   |
| Dashboard                     |               |   |                             |  |         |      |   |
| 🛂 Client manager              |               |   |                             |  |         |      |   |
| Policies                      |               |   |                             |  |         |      |   |
| Software Deployment           | Computer name | Software name   | N                           | tame   | Insta   | lled |   |
| Assets                        |               |   |                             |  |         |      |   |
| 🗃 Task scheduler              |               |   |                             |  |         |      |   |
| 🖹 Logs                        |               | Windows Software Development Kit for Windows Stor<br>Remote | re Apps DirectX x86 W<br>Re | Vindows Software Development Kit for Windows Store App<br>lemote Patch |         |      |   |
|                               |               |   |                             |  |         |      |   |
|                               |               | Windows Software Development Kit for Windows Stor<br>Remote | re Apps DirectX x64 W<br>Ri | Nindows Software Development Kit for Windows Store App<br>lemote Patch |         |      |   |
|                               |               |   |                             |  |         |      |   |
|                               |               |   |                             |  |         |      |   |
|                               |               |   |                             |  |         |      |   |
|                               |               |   |                             |  |         |      |   |
|                               |               |   |                             |  |         |      |   |
|                               |               |   |                             |  |         |      |   |
|                               |               |   |                             |  |         |      |   |

#### To look up hotfix information

- 1. Select Hotfix tab
- 2. Choose software and Software name
- 3. The results are filtered on the window

Dashboard

**Client Manager** 

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## **Task Scheduler**



The Task Scheduler will help the IT Manger or owner control the consistency of each employee's PC.

Task Scheduler provides the ability for a timer on specific tasks such as power state control, policy deployment, asset report generation, and settings.

## Task Scheduler - Add a Task

| Acer Office Manager Console |     |                      |   | – a ×           |
|-----------------------------|-----|----------------------|---|-----------------|
| acer Office Manager         |     |                      |   | G•Logout 🛛 Help |
| Dashboard                   |     | Task name            |   |                 |
|                             | _   |                      |   |                 |
|                             | + = | Frequency            | Once •                                    | 0               |
|                             |     |                      |   |                 |
| ₩ Assets                    |     |                      |   |                 |
| Task scheduler              |     |                      | 11 28                                     |                 |
|                             |     |                      |   |                 |
|                             |     |                      |   |                 |
|                             |     |                      |   |                 |
|                             |     |                      |   |                 |
|                             |     | Date                 | < June 2018 >                             |                 |
|                             |     |                      | Su Mo Tu We Th Fr Sa                      |                 |
|                             |     |                      |   |                 |
|                             |     |                      |   |                 |
|                             |     |                      |   |                 |
|                             |     |                      | 24 25 26 27 28 29 30                      |                 |
|                             |     |                      |   |                 |
|                             |     | Artica               | 2   |                 |
|                             |     | ALUGI                | Deploy the selected policy to client(s) * |                 |
|                             |     | Policies             | Yahoo Home Page *                         |                 |
|                             |     | Select the client(s) |   |                 |
|                             |     |                      |   |                 |
|                             |     |                      |   |                 |
|                             |     | Select the group(s)  |   |                 |

#### To add a task

- 1. Click 🛨 to add a task
- 2. Input the Task name
- 3. Choose the **Frequency**
- 4. Select the Time, Date
- 5. Choose the Action item
- 6. If the action is to deploy a policy, select an existing policy
- Select the desired group(s) or client(s) to be applied
- 9. Save the task

## Task Scheduler - Enable/Disable a Task

| Acer Office Manager Console |     |           |        |               |                 | - a ×       |
|-----------------------------|-----|-----------|--------|---------------|-----------------|-------------|
| <b>acer</b> Office Manager  |     |           |        |               |                 | gout 🛛 Help |
| Dashboard                   |     |           |        |               |                 |             |
| 😨 Client manager            |     |           |        |               |                 |             |
|                             | + = |           |        |               |                 | S           |
| Software Deployment         |     | Task name | Status | Next run time | Last run result |             |
| Assets                      |     |           | -      |               |                 |             |
| Task scheduler              |     |           |        |               |                 |             |
|                             |     |           |        |               |                 |             |

#### To enable/disable a task

- Check/uncheck the enable item on the desired task

## Task Scheduler - Delete a Task



#### To delete a task

- 1. Select the desired task
- 2. Click  $\overline{\mathbf{m}}$  to delete the task

## Task Scheduler - Edit a Task (Remote Control)



#### To edit a task

- 1. Select the desired task
- 2. Choose the **Frequency**
- 3. Select the Time, Date
- 4. Choose the Action item
- Select the desired group(s) or client(s) to be applied
- 6. Save the task

## Task Scheduler - Edit a Task (Generate Report)



#### To edit a task

- 1. Select the desired task
- 2. Click 🗹
- 3. Choose the **Frequency**
- 4. Select the Time
- 5. Select the **Start** and **End dates**
- 6. Choose the **Action** item " Generate report"
- 7. Save the task
Acer Office Manager Initializatio Dashboard Client Manager

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Settings provide the owner the functions for configuring Acer Office Manager, importing/exporting AOM data and certificate

# Settings - Change Password



#### To modify AOM password

- 1. Select <sup>© Settings</sup>
- 2. Enter the new password, confirm it, and then save the change

# Settings - Edit Email Settings



#### To modify AOM email setting

- 1. Select <sup>©</sup> settings
- 2. Enter the new email address, password, SMTP server, server port respectively and then click Save

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Troubleshooting

# Unable to access the initialization page after 1st launch.

|                      | acer               | 😯 Help    |
|----------------------|--------------------|-----------|
| Ad                   | cer Office Manager |           |
| Concella Concerna de |                    |           |
| Server IP address    |                    |           |
| Password             |                    |           |
|                      |                    |           |
| Security Token       |                    |           |
|                      | Log in             |           |
|                      |                    |           |
|                      |                    | 鼦 QR Code |

Login page appears at 1<sup>st</sup> launch without below initialization page



User has to manually start Apache service, if first time launch Acer Office Manager Console without redirect to the initialization page.

Start Apache service step as below

- 1. Click Apache icon on lower right corner of desktop.
- 2. Select Apache2.2
- 3. Click Start
- 4. Launch Acer Office Manager Console and redirect to the initialization page.





Dashboard Client Manager Policies Assets Task Scheduler Settings



Acer Office Manager requires users to perform the initialization when executing Acer Office Manager for the first time.

- Click **Next** if this is the first time to setup Acer Office Manager at your environment
- If you want to move previous AOM data and settings from another computer
  - 1. Check Import data
  - 2. Point to the file location from **Browse** to import the file
  - 3. Click Next

| Acer Office Manager Console  |               |
|--|---------------|
| 1 2 3 4  | acer          |
| Create certificate   |               |
| Certificates ensure more secure communication. You can use the default or g<br>certificate used by you only. | enerate a new |
| Default certificate  |               |
| Generate   |               |
|  |               |
|  |               |
|  |               |
|  | _             |
| Back   | Cancel        |

AOM uses certificate to authenticate as Console would like to communicate with Agent.

- If this is the first time to setup AOM
  - 1. Select Default certificate
  - 2. Click Next
- If you already has a certificate
  - 1. Select Custom certificate
  - 2. Click **Generate** to create the certificate
  - 3. Click Next

| Configure the pa                        | ssword   |  |
|---|--|--|
| The password will b<br>Manager Console. | e used to authenticate the user's identity when  | accessing Acer Office                                |
| Password:                               | •••••  |  |
|   | Password can be 8-31 characters (0-9, a-Z) lo<br>one digit, one upper case character and one | ong, and must have at least<br>lower case character. |
| Confirm password:                       | •••••  |  |
| Hint:                                   | hint   | Recommended  |
|   |  |  |
|   |  |  |

# Set Acer Office Manager Console password

- 1. Enter the password
- 2. Confirm the password
- 3. Enter password hint
- 4. Click **Next** to save changes

| Acer Office Manage                         | r Console   | _ = X                |
|--|---|----------------------|
| 1  | 2 3 4   | acer                 |
| Set up the email a<br>Set up the email add | <b>ddress</b><br>ress to send notifications or alerts via email |                      |
| Email address:                             | acer@gmail.com  |                      |
| Password:                                  | ••••••  |                      |
| SMTP server:                               | smtp.gmail.com  |                      |
|  | (e.g.: smtp.gmail.com)  |                      |
| Port:                                      | 587   |                      |
| Note: Only mail syst                       | ems using POP3 (Post Office Protocol version 3.0) pro           | tocol are supported. |
|  | Back Done   | e Cancel             |

# Set E-mail address to send the notifications

- 1. Set the email address
- 2. Enter the password
- 3. Set SMTP server
- 4. Set server port number
- 5. Click **Done** to save changes

Dashboard Policies

### Dashboard

| 3 | Acer Office Ma | anager Console          |                |     |                |             |              |  |
|---|----------------|-------------------------|----------------|-----|----------------|-------------|--------------|--|
|   | Dashboard      | Client manager          | Policies       |     | Task scheduler | Settings    | acer°        |  |
|   | Total of       | <u>clients: 0</u> Onlin | e: 0 🔵 Offline | : 0 |                | Jetting J   |              |  |
|   | Notification   | Logs                    |                |     |                |             |              |  |
|   |                |                         |                |     | Save Generat   | e report Ne | w client Add |  |
|   | Client         | <u>Detail</u>           |                |     | Time           |             | Client       |  |
|   |                |                         |                |     |                |             |              |  |
|   |                |                         |                |     |                |             |              |  |
|   |                |                         |                |     |                |             |              |  |
|   |                |                         |                |     |                |             |              |  |

The Dashboard is the place to view a snapshot of the entire client's information.

- View the amount of managed clients and the online/offline computers
- Latest notification and logs information
- New clients item which are the clients connected to the console, but are not being managed

# Dashboard - Add New Clients

| Acer Office Man | ager Console      |            |                |                 |            | • <b>* *</b> |
|-----------------|-------------------|------------|----------------|-----------------|------------|--------------|
|                 | Client            |            |                | i 🌣             | ace        | <b>ر</b> °   |
| Total clie      | ents: 1 Online: 1 | Offline: 0 | isets Task scr | leduler Setung  | 5          |              |
| Notification    | Logs              |            |                |                 |            |              |
|                 |                   |            | Save           | Generate report | New client | Add          |
| Client          | Detail            |            | Tim            | e               | Client     |              |
|                 |                   |            |                |                 |            |              |
|                 |                   |            |                |                 |            |              |
|                 |                   |            |                |                 |            |              |
|                 |                   |            |                |                 |            |              |
| L               |                   |            |                |                 |            |              |

#### Add new clients

- 1. Select the clients discovered
- 2. Click Add
- 3. Click **Yes** on message box to add the client(s).
- 4. The pairing request sent to the client. Click **Close** to close the message box
- 5. When the client accepts the pairing request. The console and client start to establish the pairing process
- 6. After the paring process is done, the total clients will be tallied.

# Dashboard - Notification

| Acer Office Manager | r Console                  |            |                |           |            |     |
|---------------------|----------------------------|------------|----------------|-----------|------------|-----|
| (                   |                            | I=         |                | Ö         | =re        | ~ ? |
| Dashboard Clie      | ent manager Policies       | Assets     | Task scheduler | Settings  |            |     |
| Total clients:      | : <u>1</u> 🥚 Online: 0 🔘 C | offline: 1 |                |           |            |     |
| Notification Log    | gs                         |            |                |           |            |     |
|                     |                            |            | Save Generate  | report    | New client | Add |
| Client              | Detail                     |            | Time           |           | Client     |     |
| BAP40_CP-PC         | Software installed         |            | 9/21/2012 3:5  | 2:11 PM [ |            |     |
|                     |                            |            |                |           |            |     |
|                     |                            |            |                |           |            |     |
|                     |                            |            |                |           |            |     |
|                     |                            |            |                |           |            |     |
|                     |                            |            |                |           |            |     |

**Notification** will inform the console if there are any upcoming alarms from the client and other changes that have been made.

- User can click the <u>Detail</u> for more information
- A window popped to describe the notification details. You can save the notification:
  - 1. Select the desired clients
  - 2. Click **Save** to save the changes

# Dashboard - Notification



#### To generate asset report

- 1. Click Generate report
- 2. Select the items to be reported and then click **OK**
- 3. Browse a folder to save the report and then click **OK**
- 4. Click **OK** to close the report generated message box
  - The file format is as attached



# Dashboard - Logs



At the logs page, user can check the latest 50 logs.

- 1. To export the information, Click Detail
- 2. Click **Export** to save the logs
- 3. Choose a folder and click **OK** to save the file.
- The file is saved in an Excel file with information as below

|   | А           | В                     | С                   |
|---|-------------|-----------------------|---------------------|
| 1 | Client      | Detail                | Time                |
| 2 | BAP40_CP-PC | Add computer          | 2012/09/20 10:06:57 |
| 3 | BAP40_CP-PC | Refresh client status | 2012/09/20 10:07:37 |

Client Manager **Policies** 

# **Client Manager**



The Client Manager will manage the relationships between the client and the console.

# **Client Manager**



User can select the view type as **Icons** or **Details** from the upper right corner of client manager window.

- Icons view type

# **Client Manager**



User can select the view type as Icons or Details from the upper right corner of client manager window.

- Details view type

# Client Manager - Group the Clients



To group the clients into different groups for easier manageability and visibility

- 1. Click + to create a new group
- 2. Give a name to this new group
- 3. Select the desired clients to join the group
- 4. Click **OK**
- 5. A new group is available now on the window

# Client Manager - Delete a Group



#### To delete the created group

- 1. Select the desired group
- 2. Click 🗰 to delete the group
- 3. Click Yes to confirm the deletion

### Client Manager - Rename a Group



#### To rename the created group

- 1. Select the desired group
- 2. Click 🗹 to rename the group
- 3. Input the new name
- 4. Click **OK** to rename the group

# Client Manager - Move a Client



To move a client to a group

- 1. Select the desired client
- 2. Click  $\equiv$  to move the client
- 3. Select a target group to join
- 4. Click OK
- 5. Now the client is moved to a new group

# Client Manager - Move a Client



To move a client to a group, you can also

- 1. Right-click on mouse at the desired client
- 2. Select the target group under the Move menu item

# Client Manager - Delete a Client



#### To delete a client

- 1. Select the desired client
- 2. Click  $\overline{m}$  to delete the client
- 3. Click **Yes** on the message box to confirm deletion

# Client Manager - Delete a Client



#### To delete a client, you can also

- 1. Right-click on mouse at the desired client
- 2. Select **Delete** item on the rightbutton context menu

# Client Manager - Refresh a Client Status



#### To refresh the client status

- 1. Select the desired client
- 2. Click C to refresh the client status
- 3. Message box popped up to show the refreshing status

# Client Manager - Refresh a Client Status



To refresh the client status, you can also

- 1. Right-click on mouse at the desired client
- 2. Select **Refresh** item on the rightbutton context menu

# Client Manager - Rename a Client



#### To rename the client

- 1. Right-click on mouse at the desired client
- 2. Select **Rename** item on the rightbutton context menu
- 3. Type the new name on the message box
- 4. Click OK
- 5. Click Yes to confirm the renaming
- 6. Message box pops to reminder you to restart the client for the new name

# Client Manager - Remote Control a Client



#### To restart the client

- 1. Right-click on mouse at the desired client
- 2. Select **Restart** under Remote control menu

# Client Manager - Check a Client Updates

| Acer Office Manager C | onsole                  |           |     | <b>x</b> 1 |
|-----------------------|-------------------------|-----------|-----|------------|
| Computer nan          | ne: BAP40CP-PC          | Save chan | ges | - 3        |
| ystem information     | ardware Software Hotfix |           |     |            |
| 🕈 Acer Off            | ice Manager Console     | ×         |     | - 1 -      |
| Item                  |                         |           | *   |            |
| OS nam                |                         |           |     | 1 P        |
| Version               |                         |           |     |            |
| OS mar                |                         |           |     |            |
| Compu 💟               | Asset changes saved.    |           | E   |            |
| System                |                         |           |     |            |
| System                |                         |           |     |            |
| Туре                  |                         |           |     |            |
| BIOS ve               |                         | Close     |     |            |
| BIOS date             | SI ZI ZUTO HIVI IZIOONO |           |     |            |
| SMBIOS version        | 2.6                     |           |     |            |
| Serial number         | S2TVS0300101009DAE2000  |           | -   |            |
|                       |                         |           | •   |            |

#### To check changes on the client

- 1. Right-click on mouse at the client which icon is shown as
- 2. Select **View details** item on the rightbutton context menu
- 3. The changes will be highlighted in red
- 4. Click **Save changes** to save the updates
- 5. Click **Close** to confirm the changes

# Client Manager - Deploy Policy



#### To deploy a policy to a client

- 1. Right-click on mouse at the desired client
- 2. Select a policy under **Deploy policy** menu

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### **Policies**



The Policy Enforcement has the capability to increase security of the client's machine through management of internet explorer security, password complexity, computer power option, BIOS passwords, boot order sequences, and devices such as USB, camera, etc...

Management of all these functions helps the IT Managers or owners to secure their proprietary intellectual property.

### Policies - Add a Policy



To add a policy

- 1. Click to Add a policy or click Add <u>a policy</u> on the window
- 2. Give the Policy name
- Decide the settings control for General, Security, Power options, BIOS and Device accordingly
- 4. Save the policy
- 5. Choose **Yes** if you want to deploy this policy right away
- 6. Select the desired group or client to deploy the policy and click **OK**
- 7. Policy being deployed to the client(s)
- 8. Close the message box after the policy was deployed

### Policies - Delete a Policy



#### To delete a policy

- 1. Select the desired policy
- 2. Click  $\overline{i}$  to delete the policy
- 3. Click Yes to confirm the deletion

### Policies - Edit a Policy



#### To edit a policy

- 1. Select the desired policy
- 2. Click or <u>Edit</u> on the window to edit the policy

### Policies - Deploy a Policy



#### To deploy a policy

- 1. Select the desired policy
- 2. Click 🖽 on the window to deploy the policy

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### Assets



User can fast look up the asset information for all managed clients from Asset based on their preference by different categories, including System information, Hardware information, Software information and Hotfix information.

User can select the information for all managed clients or the searched result they would like to be generated as a file.

## Assets - Generate the Asset Report



To generate asset report

- 1. Click 🖹
- 2. Select the items to be reported and then click **OK**
- 3. Browse a folder to save the report and then click **OK**
- 4. Click **OK** to close the report generated message box
  - Report file format is as attached



### Assets - Look Up System Information



#### To look up system information

- 1. Select System Information tab
- 2. Choose models from the **Model** scrolldown menu
- 3. Choose OS from OS scroll-down menu
- 4. The results are filtered on the window

### Assets - Look Up Hardware Information



#### To look up hardware information

- 1. Select Hardware tab
- 2. Choose a component from the Hardware scroll-down menu
- 3. The results are filtered on the window

# Assets - Look Up Software Information



#### To look up software information

- 1. Select Software tab
- 2. Choose software vendor from the **Publisher** scroll-down menu
- 3. The results are filtered on the window
- 4. Choose software name from **Software name** scroll-down menu to narrow the results if necessary
- 5. The results with software name condition are filtered on the window

### Assets - Look Up Hotfix Information



#### To look up hotfix information

- 1. Select Hotfix tab
- 2. Choose software vendor from the **Software** scroll-down menu
- 3. The results are filtered on the window
- 4. Choose hotfix from **Hotfix** scrolldown menu to narrow the results if necessary
- 5. The results with hotfix condition are filtered on the window

## Assets - Export Search Results



#### To export the search results

- 1. Click Export results
- 2. Browse a folder to save the results and then click **OK**
- 3. Click **OK** to close the report generated message box
- 4. The results is exported to the Excel file format as attached



AssetReport\_2012 0\_153108\_3281964.

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### **Task Scheduler**



The Task Scheduler will help the IT Manger or owner control the consistency of each employee's PC.

Task Scheduler provides the ability for a timer on specific tasks such as power state control, policy deployment, asset report generation, and settings.

### Task Scheduler - Add a Task



To add a task

- 1. Click + to add a task
- 2. Input the Task name
- 3. Choose the **Frequency**
- 4. Select the Time
- 5. Select the Start and End dates
- 6. Choose the Action item
- 7. If the action is to deploy a policy, select an existing policy
- Select the desired group(s) or client(s) to be applied
- 9. Save the task
- 10. Click Yes to enable the task



### Task Scheduler - Enable/Disable a Task

| Acer Office Ma | inager Console |                 |                |                 |                         |
|----------------|----------------|-----------------|----------------|-----------------|-------------------------|
| ٢              | <b>I</b>       |                 |                | ۵               | acer                    |
| Dashboard      | Client manager | Policies Assets | lask scheduler | Settings        |                         |
| +              |                |                 |                |                 | A.                      |
| Task           |                | Action          | Enable         | Last run result | Apply to group(s) and c |
| Demo           |                | Deploy policy   |                | e Au            | TestA, BAP40_CP-PC      |
|                |                |                 |                |                 |                         |
|                |                |                 |                |                 |                         |
|                |                |                 |                |                 |                         |
|                |                |                 |                |                 |                         |
|                |                |                 |                |                 |                         |
|                |                |                 |                |                 |                         |
| 4              |                | m               |                |                 | Þ                       |

#### To enable/disable a task

- Check/uncheck the enable item on the desired task

### Task Scheduler - Delete a Task

| Dashboard Client manager Policies Assets Task scheduler Settings | cer °                |
|--|----------------------|
| Dashboard Client manager Policies Assets Task scheduler Settings |                      |
|  |                      |
|  | 1                    |
| Task Delete the selected task tion Enable Last run result Appl   | ly to group(s) and c |
| Demo Deploy policy 🔽 Test  | A, BAP40_CP-PC       |
|  |                      |
|  |                      |
|  |                      |
|  |                      |
|  |                      |
|  |                      |
| <  | •                    |

#### To delete a task

- 1. Select the desired task
- 2. Click 前 to delete the task

### Task Scheduler - Edit a Task (Remote Control)

|                                    | isk that the client will perform at the times specified.  | ×          | acer                               |
|------------------------------------|---|------------|------------------------------------|
| Task name                          | Demo  | ings       |                                    |
| Frequency                          | Weekly  |            |                                    |
|                                    | Monday     Friday       Tuesday     Saturday       Wedsday     Sunday       Thursday     Sunday | run result | Apply to group(s) a<br>BAP40_CP-PC |
| Time                               | 19:00 ×   |            |                                    |
| Start date                         | Thursday , September 20, 2012   |            |                                    |
| End date                           | Thursday , September 27, 2012   |            |                                    |
| Action                             | Shut down 🔹   |            |                                    |
| Apply to group(s)<br>and client(s) | TestA Add BAP40_CP-PC Delete  |            |                                    |

To edit a task

- 1. Select the desired task
- 2. Click 🗹
- 3. Choose the **Frequency**
- 4. Select the Time
- 5. Select the **Start** and **End dates**
- 6. Choose the Action item
- Select the desired group(s) or client(s) to be applied
- 8. Save the task

### Task Scheduler - Edit a Task (Generate Report)

| 3 | Acer Office Manager (  |  |            |  |  |
|---|--|--|------------|--|--|
|   | Create a task that the client will perform at the times specified. |  |            |  |  |
|   | Task name  | Demo   |            |  |  |
| ⇒ | Frequency  | Monthly  |            |  |  |
|   |  | 1 2 3 4 5 6 7  | 8          |  |  |
|   |  | 9 10 11 12 13 14 15  | 16         |  |  |
|   |  | 17     18     19     20     21     22     23                         | 24         |  |  |
|   |  | 25         26         27         28         29         30         31 | 🔽 Last day |  |  |
| - | Time   | 09:00  |            |  |  |
| - | Start date   | Thursday , September 20, 2012  |            |  |  |
| + | End date   | Monday , September 30, 2013  |            |  |  |
| - | Action   | Generate asset report 🔹  |            |  |  |
|   |  | D\Docs   | Browse     |  |  |
|   |  | Save   | Cancel     |  |  |

#### To edit a task

- 1. Select the desired task
- 2. Click 🗹
- 3. Choose the **Frequency**
- 4. Select the Time
- 5. Select the Start and End dates
- 6. Choose the Action item
- 7. If the action is to generate asset report, browser a folder to save the reports
- 8. Save the task

Acer Office Manager Initializatio Dashboard Client Manager

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Settings

### **Settings**

| Acer Office Manager Console |                       |                        |          |        |
|-----------------------------|-----------------------|------------------------|----------|--------|
| Dashboard Client manager    | Policies Asset        | s Task scheduler       | Settings | acer°  |
|                             | 1                     |                        |          |        |
| Administration settings     | Edit password setting | s                      |          |        |
| Preference settings         | Password ••••••       |                        |          | Change |
| Notification settings       | Email settings        |                        |          |        |
| 🔙 Data migration            | Email address         |                        |          |        |
| Certificate                 | Password              |                        |          |        |
|                             | SMTP capier           |                        |          | _      |
|                             | SIVITE SELVER         | (e.g.: smtp.gmail.com) |          |        |
|                             | Port                  |                        |          | Edit   |
|                             | deserver a            |                        |          |        |
|                             |                       |                        |          |        |
|                             |                       |                        |          |        |

Settings provide the owner the functions for configuring Acer Office Manager, importing/exporting AOM data and certificate

### Settings - Change Password



#### To modify AOM password

- 1. Select Administration settings tab
- 2. Click Change
- 3. Input current AOM password and then click **OK**
- 4. Enter the new password, confirm it, input the password hint respectively and then save the change

### Settings - Edit Email Settings



To modify AOM email setting

- 1. Select Administration settings tab
- 2. Click Edit
- 3. Input AOM password and click **OK**
- 4. Enter the new email address, password, SMTP server, server port respectively and then click Save

### Settings - Preference Settings



#### To modify AOM preference settings

- 1. Select **Preference settings** tab
- 2. Change the items on the window to preferred settings
- 3. Click Save

### Settings - Notification Settings

| Acer Office Manager Console  |  |       |
|--|--|-------|
| Dashboard Client manager   | Policies Assets Task scheduler Setting   | acer° |
| Administration settings  Preference settings  Notification settings  Data migration  Certificate | Show client on dashboard when client is used up to<br>1 vear(s)<br>Show client on dashboard when client is offline up to<br>3 v day(s) | Save  |

#### To modify Notification settings

- 1. Select Notification settings tab
- 2. Set the values of notifications that a client is used or offline up to a certain period
- 3. Click Save

### Settings - Export Data



To export data to another computer that AOM is installed

- 1. Select Data migration tab
- 2. Click Export
- 3. Browser a folder to save the data
- 4. A message box popped to indicate data being exported
- 5. Click **Close** to close the message box after data is exported

### Settings - Generate the Certificate



#### To create a new certificate

- 1. Select Certificate tab
- 2. Click Generate
- 3. Browser a folder and input the file name to save the certificate
- 4. Close the message box after the certificate was generated

### Settings - Import the Certificate



#### To import a certificate

- 1. Select Certificate tab
- 2. Click Import
- 3. Browser a folder to select the certificate file and then click Open to import the certificate
- 4. Close the message box after the certificate was import



## Thank you