justSAMit

Frequently Asked Questions

FAQ

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justSAMit Frequently Asked Questions

This list of Frequently Asked Questions contains the latest support information, common issues, downloads, instructions, troubleshooters, and more.

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General

What is justSAMit?

justSAMit is a comprehensive IT Asset Management cloud solution delivered as a service over the Internet (Software as a Service, SaaS) to help you manage your hardware and software inventory and empower businesses of all sizes by automating IT asset management. We are providing everything you need for IT Asset Management, taking away the painful process of procuring and deploying the solution. You can access your application anytime, anywhere as long as you're connected to the internet.

Why do I need justSAMit?

If your organization relies on computer systems to run its business, then chances are that the type of software and hardware used will be an important factor on your business productivity. In addition, you do not want to spend your budget on new servers, software, maintenance and resources to automate the inventory.

Auditing software usage and hardware inventory is typically an expensive and time consuming effort, and the information gets out of date quickly. justSAMit helps you apply IT Asset Management best practices as well as SAM methods to gain control of your inventory, ensure compliancy and enhance your tracking and management of purchases from procurement through retirement of your machines.

Why Cloud Computing?

By offering IT Asset Management services through the cloud, customers gain significant savings on hardware, software, operational and support costs for their IT Asset Management functions. Beyond such cost savings, organizations are ensured that IT Asset

Management best practices are continually assessed, and implemented centrally through our cloud service, without the painful process of on-premise upgrades and patches.

In addition, the power of the cloud enables organizations to collaborate through crowd contributions, and obtain regional and industry statistics on technology adoption, upgrade trends and market share trending in order to make better informed purchasing decisions.

What are the hardware/software requirements?

There are no hardware/software requirements. justSAMit is leveraging on the SaaS solutions that does not require any servers or hardware installation or maintenance.

How easy it is to get started with justSAMit?

Just 3 Simple Steps to get you started!

1. *Setup and Activate your account (https://www.justsamit.com/Secure/SignUp.aspx)*
   Create an account with us and a confirmation email will be sent to you. Click on the activation link to verify that your email address is valid.

2. *Deploy agent to your computer*
   Multiple operating system platforms such as Windows, MacOS, Linux and Unix (coming soon) are supported. You can download the agent from justSAMit Administration website or your users can even install it themselves from the self-service link.

3. *Start your inventory!*
   Just login to your website at https://www.justsamit.com/Secure/Login.aspx and begin managing your assets

Please refer to the user manuals for more information at https://www.justsamit.com/support.html

Agent Deployment

How does justSAMit audit the machines in my organisation?

justSAMit uses a small footprint agent that does not require user's configuration and intervention. It will periodically collect and reports the computer's inventory to justSAMit servers based on the settings configured by the company Administrator. By default, it will audit and submit the inventory every hour. However, you can change the settings from the inventory collection schedule.

What operating systems can I inventory with justSAMit?

The justSAMit agent can be installed on the following operating systems:

- Windows 95, Windows 98, Windows NT (Workstation and Server with WMI installed)
- Windows XP (Home and Professional)
- Windows 2000 (Professional, Server, Advanced Server)
- Windows 2003 (Server)
- Windows Vista (all versions)
- Windows 7 (all versions)
- MacOS X 10.5 or higher
- Centos 3.9, Centos 5.4
- Ubuntu 9.10
- Solaris 10 x86

How does the agent connect to the internet?

The agent connects to the internet by using TCP Port 443 by default to ensure secured connection to justSAMit for windows operating system and TCP Port 80 for others

How much bandwidth does the agent use?

The agent uses very little bandwidth as all collected information is compressed. The typical size of the agent inventory file is approximately 5-10K, depending on the computer configuration for windows. Other operating system will have a slightly bigger size, about 20-40KB. In additions, the agents are running at random intervals based on the time the agent was installed and company administrator settings so that bandwidth usage would be spread across the day to avoid network congestion.

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How do I deploy the agents across my organization?

You can configure to download and deploy the agent to the machines that you want to audit or using the Self-Service Download

Download Agent

If your settings are set to directly report to justSAMit server, you must download the agent (.exe extension) according to the type of Operating System, and install on the servers or desktops you want to track. The agent can be easily deployed using one of the following methods:

1. Direct Installation
   Login to the computer using the Local Administrator or Domain Admin to install locally. Please refer to the
   https://www.justsamit.com/documentation/justSAMit_CloudAdministration.pdf for more information.

2. Domain Logon Script
   You can copy the setup file to a shared network folder (e.g. \\NETLOGON) and configure the user profile to run the agent.

3. Active Directory GPO
   You can copy the setup file to a shared network folder (e.g. \\NETLOGON) and configure the group policy on your Active Directory Domain or OU.

4. Using Software Distribution tools
   You can use an existing software distribution tools (e.g. Microsoft SMS) to quickly deploy the agent across your organisation.

Self Service Download

If you do not want to install the agent to your users' computers, simply send them a link by enabling the self service download and they will be able to install it themselves.

Do I need an administrator rights to install the agent?

Yes. The user must have local or domain admin rights to install the agent because the agent will create a Windows service and scheduled tasks. Alternatively, you can use software distribution application or GPO to mass install the agent.

How do I know whether the agent has been successful installed on my desktop?

You will find the following services and task installed:

1. Services
   JustSAMitAgent
2. Task Scheduler
   JustSAMitAgentRunTask
   JustSAMitAgentSubmitInventory
   JustSAMitAgentSubmitLifepulse

What if my machine does not have an active internet connection to connect to justSAMit?

If some of your organization computers cannot access the Internet and you want to be able to collect their information, you can use the Proxy Agent as the middleware to report back to the cloud. Proxy must be installed on a machine that have Internet access and be accessible by all of your desktops or machines that needs to be audited. You can install one or more proxies to capture information from agents that are deployed across different segmentations in your network environment. Choose via Cloud and Proxies from the Manage Settings.

What are the requirements to install an agent Proxy?

The Proxy Agent has to be Windows only.

Step 1: You must install this proxy on a server or desktop that has Internet access.

Step 2: You must install Microsoft .NET Framework 2.0 (or newer) and IIS 6.0 (or newer) before installing this proxy.

Step 3: Download the proxy installer and run.

How do I know if I have successfully installed the proxy?

The proxy is a webservice. You can see a website installed on the IIS (JustSAMitProxy). The proxy will also be listed under Registered Proxies under Manage Proxy

Cloud Administration

I can use either Proxy agent or access directly to the cloud? Can I use a combination of both?

Yes, you can use either proxy agent, directly to cloud or both. Here are some sample scenarios:

1. <u>All desktops and servers are connected to the internet</u>
   Download and deploy agents to all machines and choose the setting to report directly to the justSAMit cloud server
2. <u>Only a few desktops in your branch machines are connected to the internet</u>
   Select Via Cloud and Proxies settings from the Cloud Administration. Download the proxy agent and install on the computer that have internet access. Download the agent installer and install on the machines that you want to be audited.
3. <u>The majority of the desktops and servers in your organization are connected to the internet but there are still a handful of PCs that is not connected to the internet.</u>
   You will still configure the settings to Via Cloud and Proxies. Download the proxy agent and install on the computer that have internet access. Download the agent installer and install on the machines that you want to be audited. The agents will try to connect to the internet first and if fails, it will try to connect to the proxy. As such, the majority of the desktops and servers will still connect to the justSAMit server directly.

Can I create multiple schedules for my agents?

Yes. You can create as many schedules as you want but only one schedule can be active (set to "In Use" from the Cloud Administration)

Can I install multiple proxies in my organization?

Yes.

Is there a way to find out what the schedule setting of the agent on each machine?

The agent talks to the cloud on a constant basis to receive new instruction from the cloud, called "Lifepulse". One of the instructions that the cloud sent to the agents is to synchronize the schedule setting. If the agent has been communicating with the cloud successfully, every machine in your organization should use the same schedule setting (set as "In Use" from the Agent tab of Cloud Adminstration). Alternatively, you can see the schedule from the Task Scheduler of the computer.

Is there a way to remove the agent from the machine completely?

Yes. Just go to the Control Panel > Add Remove Programs. Select the justSAMit Agent 1.0 and click Uninstall. It will remove everything including the services and schedule task.

If I want to change the schedule setting on the desktop clients, is there a way to do this?

From the Settings page of the Cloud Administration, just click "Use this" of the schedule you wish to use. Your agents will pick up and apply this new schedule automatically on its next lifepulse. Even if you change your desktop client manually from the task scheduler, it will be overwritten on its next lifepulse.

If I Refresh Agent Package with a new schedule, what happens to the old Agent Package link? Will it be still available?

When you refresh the agent package, the system will upload a new agent package and replace the same version (agent software version) at the download site. The link address will be updated accordingly. The link will point to the latest software version is that available.

Where is the download link for Self-Service download for my users?

The download link will be available once you check the Enable self service download from the Download Agent page. A download link will be available and you can email the link to your users.

Security

How secure are the agents?

The justSAMit agent communicates securely using HTTPS to the cloud. In addition, extra checks are performed on the requests.

Privacy

What information is gathered?

The justSAMit agent only gathers information on hardware and software related to IT Asset Management and does not read user documents or files.

For geolocation enabled agents, justSAMit also gathers information on visible WiFi access points. Agents without geolocation enabled do not gather such data. Geolocation is not enabled by default.

Purchase

Is justSAMit free?

justSAMit is free for 1 month for organizations with 30 nodes or less. The node count includes desktops and servers. You can use all the functionality once you have signed up with justSAMit.

How do I make payment?

Currently, you can make payment via credit card with us (contact us for other payment options e.g. bank transfer). You can choose to upgrade if you want to manage more than 30 machines after you have signed up with us..

Support

What kind of support do you provide?

JustSAMit provides email support. Send support requests to support@justsamit.com.

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