



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, instructions, troubleshooters and more.

Browse the list of questions below. If you have a query that is not addressed by this FAQ, please send an email to support@justsamit.com.

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 a solution. You can access your justSAMit 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 in your business productivity. However, you do not want to spend your budget on new servers, software, maintenance and resources to manage your IT assets.

Auditing software usage and hardware inventory is typically an expensive and time consuming task, and the information gets out of date quickly.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 leverages on SaaS technology which does not require any servers or software installation or maintenance.

How easy is it 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 organization?

justSAMit uses a small footprint agent which does not require user's configuration or intervention. It periodically collects 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 using the inventory collection schedule.

What operating systems does justSAMit support?

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 5-10KB, depending on the computer configuration for windows. Other operating system will have a slightly bigger size, about 20-40KB. In addition, the agents run at random intervals based on the time the agent was installed and settings by the company administrator so the bandwidth usage would be spread across the day to avoid network congestion.

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 use the Self-Service Download.

Download Agent

If your settings are set to directly report to justSAMit server, you must download the agent (.exe extension) appropriate for the type of Operating System, and then install it on the servers or desktops you want to audit. 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 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 organization.

Self Service Download

If you do not want to install the agent to your users' computers, simply send the users 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 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 has 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 can be installed on Windows operating system 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

Can I only use one of either Proxy agent or direct access to the cloud? Can I use a combination of both?

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

1. All desktops and servers are connected to the internet
Download and deploy agents to all machines and choose the setting to report directly to the justSAMit cloud server.
2. Only a few desktops in your branch machines are connected to the internet
Select Via Cloud and Proxies settings in the Cloud Administration. Download the proxy agent and install on the computer that has internet access. Download the agent installer and install on the machines that you want to audit.
3. 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.
You will still need to configure the settings to Via Cloud and Proxies. Download the proxy agent and install on the computer that has internet access. Download the agent installer and install on the machines that you want to audit. The agents will try to connect to the internet first and when it fails, it will try to connect to the proxy. Thus, 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 at a time (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 constantly talks to the cloud to receive new instruction from the cloud via a feature called “Lifepulse”. One of the instructions that the cloud sends 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 be using the same schedule setting (set as “In Use” from the Agent tab of Cloud Administration). Alternatively, you can see the schedule from the Task Scheduler of the computer.

Is there a way to find out what the schedule setting of the current Package Link is?

Currently we don't. But we might support this feature in our next system update.

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

Yes. Just go to the Control Panel > Add Remove Program. 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 on “Use this” for 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 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 on 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 data that the agent sends to the cloud is securely transferred by using HTTPS. In addition, only valid parameters are processed by the cloud because each data transfer includes security parameters (e.g. hash signature and salt information). The agent only connects to justSAMit server, and no communication is initiated with other destinations.

Purchase

How can I make payment?

Currently, you can make offline payment with us. You can choose to subscribe after you have signed up with us by clicking the “Upgrade Now” link at the top corner under the licence profile. You will be redirected to the payment page and a Quotation will be generated to you. Once we have received the payment, you will be able to perform audit until the expiry date.

Support

What kind of on-going support do you provide?

justSAMit provides email and phone based support in normal business hours. You can submit support tickets and request assistance by calling us (<http://www.justsamit.com/contact.html>) or by emailing us at support@justsamit.com. We would be delighted to serve you better.

Is there any other way we can get in touch with you?

Yes. You can drop your questions, comments and feedback at www.justSAMit.com/justSAMitcommunity, where you can find helpful tips, comments or even get connected with justSAMit community!