

User manual for
Acer Office Manager

Prepared by: Sammy Wu

Acer Global

Project Document Id: Project Document Id

Date Prepared: 2011/09/27

Document Information

Project Name: Acer Office Manager	Document Version No: 1.0.0
Prepared By: Sammy Wu	Document Version Date: 27-Sep-11
Title: Acer Global	Review Date:
Reviewed By:	

Version History

Ver. No.	Ver. Date	Revised By	Description	Reviewer	Status
1.0.0	27-Sep-11	Sammy Wu	Initial		

Table of Contents

Overview	5
Installation	6
1 Agent	6
2 Console	8
Getting Start	11
Features	15
1 Dashboard	15
2 Client Manager	16
3 Policies	17
3.1 General settings	17
3.2 Security settings	17
3.3 Power option settings	17
3.4 BIOS settings	18
3.5 Device settings	18
4 Assets	19
5 Task Scheduler	20
6 Settings	21
6.1 Administration Settings	21
6.2 Preference Settings	21
6.3 Notification Settings	22
6.4 Data Migration	22
6.5 Certificate	23
Q & A	24

Overview

Acer Office Manager is a solution for managing your computers in your company. After the pairing procedure is completed successfully, the paired computer is become a managed client. You can remotely get the detailed asset information of managed clients, configure system setting of them and control them. It helps you to easily manage your computers.

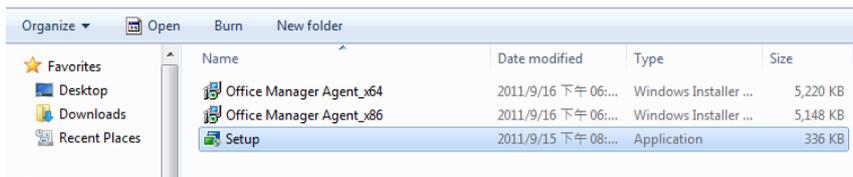
Contents

- Installation
- Getting Start
- Features

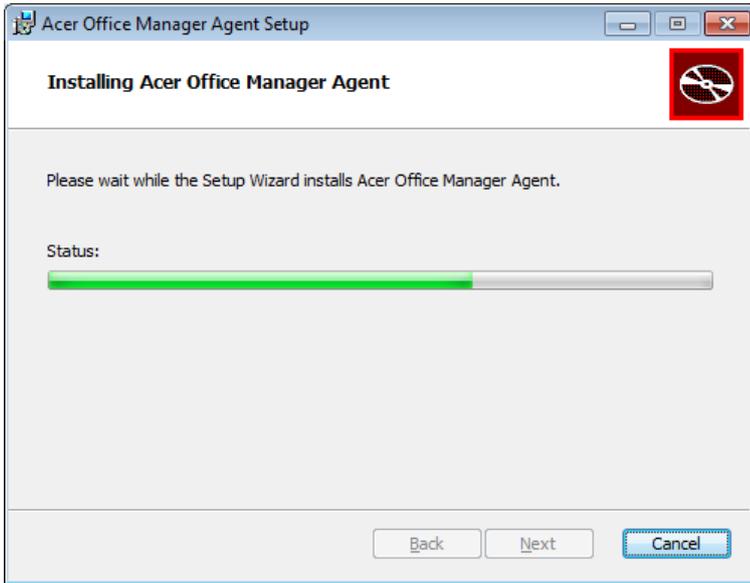
Installation

1 Agent

Execute setup file (setup.exe) to start setup process.



Press **Install** and continue



Press **Finish**

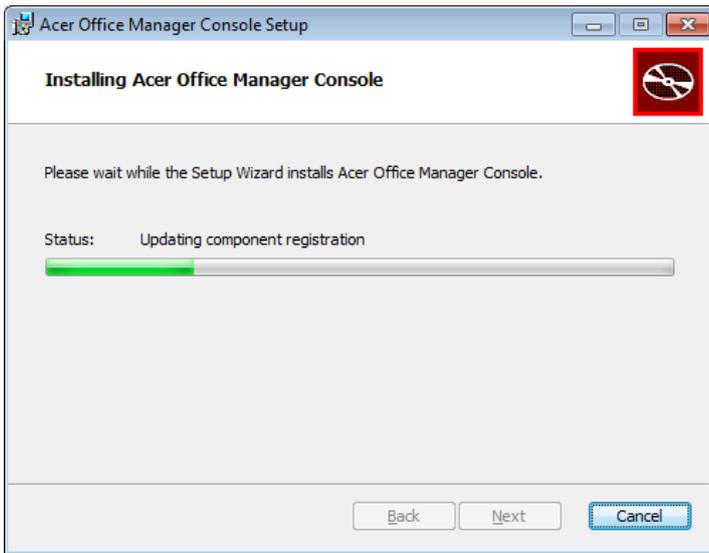
- After the installation, remember to set antivirus software to allow allow AOM Agent to access network

2 Console

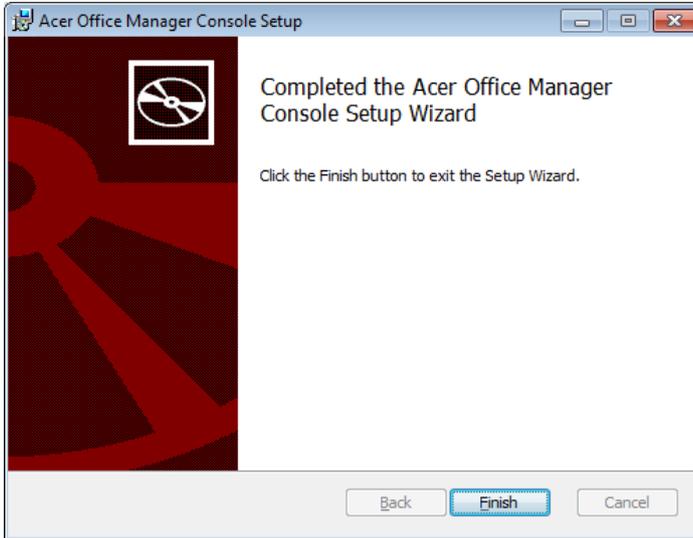
Execute setup file (setup.exe) to start setup process.



Press **Install** and continue

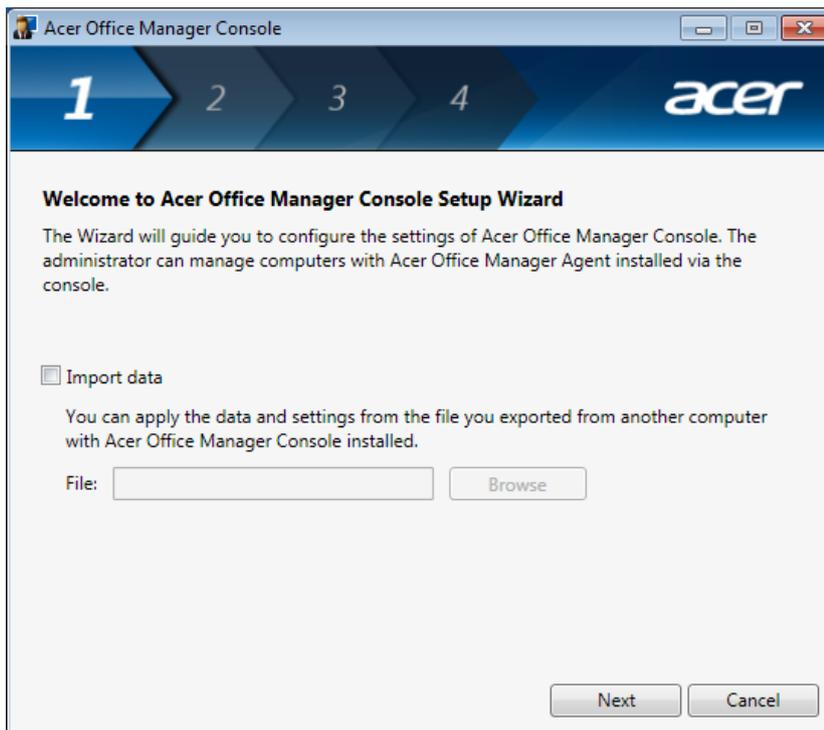


Press **Finish**



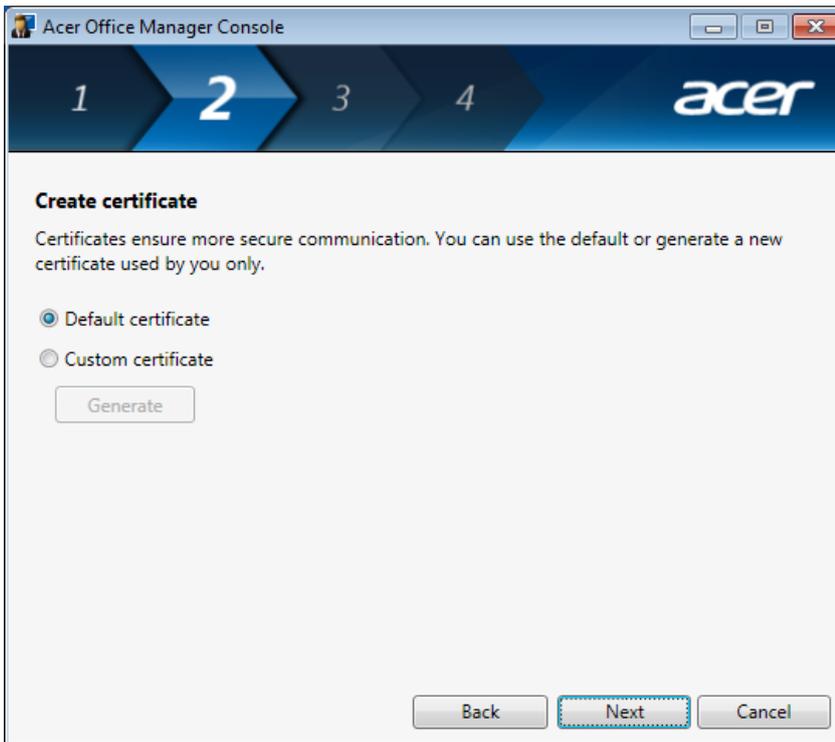
Getting Start

When you launch Acer Office Manager Console program for the first time, the setup wizard will guide you through configuring settings, including password, certificates and email account settings.



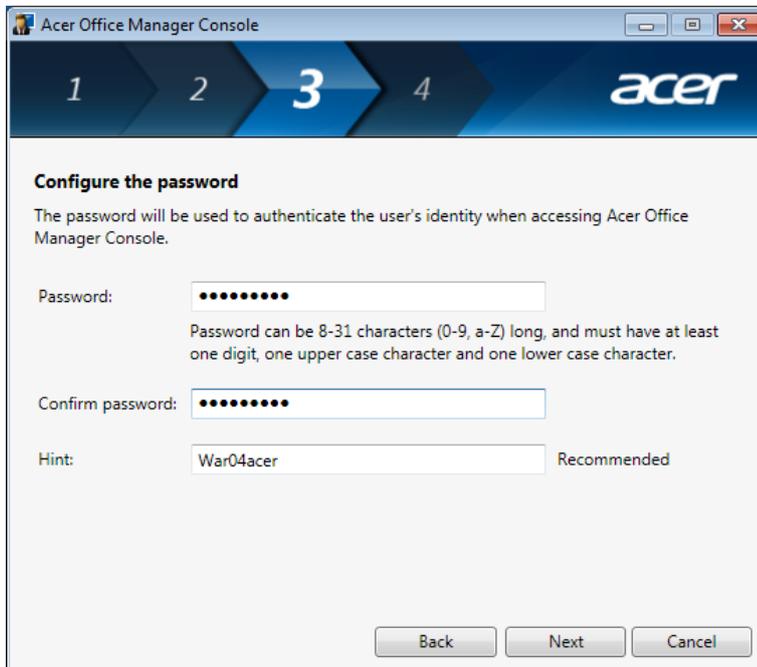
Press **Next**

Certificates ensure more secure communication between Acer Office Manager Console and Agent programs. You can decide to use the default certificate or a customized certificate you generate via Acer Office Manager Console.

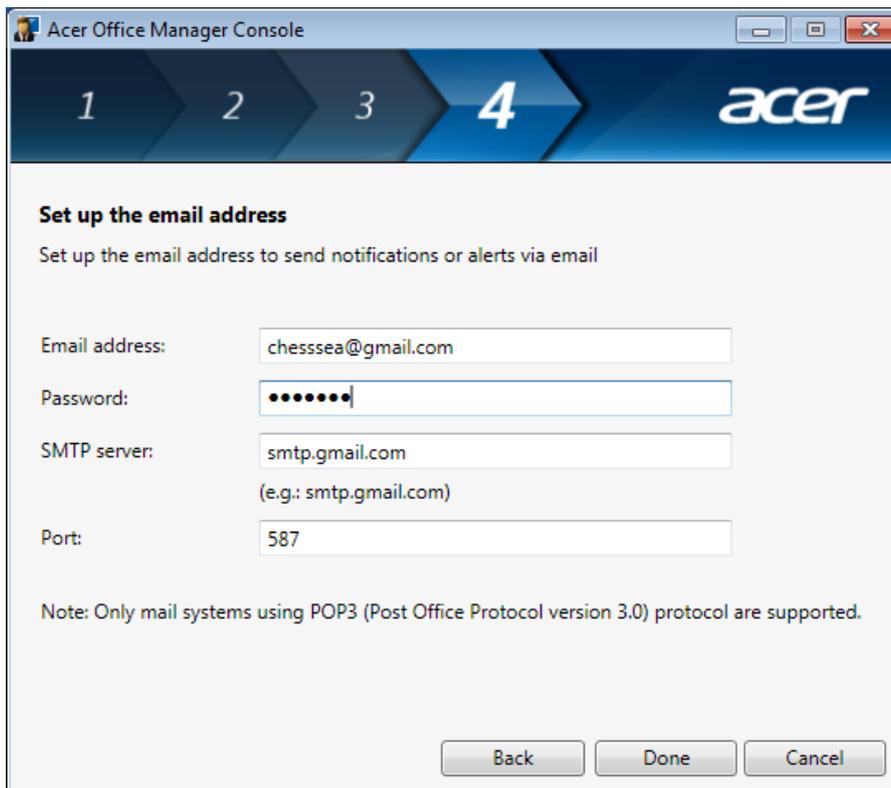


Select Default certificate and press **Next**

The password is used for authorization when you would like to use the Acer Office Manager Console. Only authorized users can access the program.



Input your Acer office manager password (Password can be 8-31 characters, please check description), press **Next**



The email account is used to send notifications to you via email for defined conditions, such as a user entering the wrong password for Acer Office Manager Console, or the program receives an asset change event for a specific managed client.

Press **Done** to finish initial process.

Additionally, you also can import data you previously exported, meaning you don't need to manually collect data or configure settings again.

Features

1 Dashboard

Every time Acer Office Manager Console is launched, the authorization process is required. If authorization fails, a notification is sent out via email. Acer Office Manager Console will be launched properly and the Dashboard displayed when authorization succeeds.

Summarized information is presented on the Dashboard and you can quickly view the overall status of managed clients by glancing at the Dashboard. The Dashboard is divided into two parts: Notification/Log and New client areas.

The Notification/Log area shows the events related asset changes in managed clients and defined by you in the Settings page. Events related to access changes contain system, hardware, software and hotfix information changes. You can also view detailed information about actions executed via Acer Office Manager Console and results in the Notification/Log area.

The New client area lists all unmanaged clients detected by Acer Office Manager Console. You can select an unmanaged client from the list to initialize the pairing process. Once the pairing process is triggered, a confirmation message will be shown on the client to get client approval. Once the pairing process is completed, the selected client will be added to the managed client list. After that, you can start to group, configure or control the clients. You also can initialize pairing process for multiple clients simultaneously.

You can also quickly view the total number of clients, the number of online clients and the number of offline clients from the Dashboard.

2 Client Manager

All managed clients are listed on the Client Manager page, no matter whether they are online or offline. You can decide to list them as icons or display details. You can group the managed clients to facilitate easier management.

There are two default groups: All clients and Ungrouped clients. All managed clients are listed in the All clients group no matter if client belongs to another group or not. Only clients that don't belong to a user-created group are listed in the Ungrouped clients group.

You can also view detailed asset information, including system, hardware, software and hotfix information, of a specific managed client by double clicking it.

You also can configure, control or deploy a policy to clients belonging to a specific group or a single client via the right-click menu.

If the reported asset information is different from that stored in the database, the managed client will be highlighted.

3 Policies

Acer Office Manager Console provides a function to quickly, easily and remotely configure the system settings of managed clients. All settings are stored as a policy profile. You can pre-configure them and then deploy the policy to the corresponding managed clients. The settings stored in the policy profile can be separated into five categories: general settings, security settings, power option settings, BIOS settings and device settings.

3.1 General settings

You can configure the wallpaper, screen saver, browser homepage and AutoPlay settings.

Browser homepage setting is only available for Internet Explorer.

3.2 Security settings

You can configure the browser security settings and OS user account policy settings. You can set the security level for all managed clients based on your requirements for protecting against attacks from the Internet. Browser security settings are only available for Internet Explorer.

Configuring OS user account settings helps avoid the threat of acquiring a compromised user account's credential manually or by using tools, and attempting to log on to a system by trial and error. OS user account policy settings are only applied when the managed client is running a Professional or higher edition operating system.

3.3 Power option settings

You can configure some power plan settings to enhance power savings. The settings allow you to: Dim the display; Turn off the display and Put the computer to sleep. Once the settings have been deployed, the settings for activating power plans on managed clients will be set to the same value. The Dim the display setting is only applicable to clients running Windows Vista or Windows 7, or higher.

3.4 BIOS settings

For BIOS settings, you can configure the BIOS supervisor password, BIOS user password and Boot sequence. If you configure device settings while creating a policy profile, you will be required to enter the BIOS supervisor password currently applied on the client. The system must be rebooted to activate the new settings after the policy profile deployment process is completed.

3.5 Device settings

The supported devices include USB, Optical Disk Drive (ODD), LAN, WLAN, Mobile Broadband (3G), WiMAX, Bluetooth, Camera and Card reader. You can enable or disable the devices on the managed client by deploying a policy profile. If you configure device settings while creating a policy profile, you will be required to enter the BIOS supervisor password currently applied on the client. If the client isn't equipped with the device, the setting will be ignored.

4 Assets

All the asset information for managed clients is stored in a local database. Acer Office Manager Console program provides a function for you to easily obtain the information you need. Clients' asset information is divided into four categories: system information, hardware information, software information, and hotfix information. You can obtain the asset information you need from all, or a selection of, managed clients. Furthermore, all asset information can be generated into a report on demand. The report is generated as an Excel worksheet that is compatible with Microsoft Office Excel 2003, 2007 and 2010.

5 Task Scheduler

You can create a task to automatically execute common jobs at a particular time for specific groups or clients via Task scheduler. The supported actions include Deploy policy profile, Generate asset report, Sleep, Hibernate, Wake up and Shut down. After creating a task, you can enable or disable it as required.

6 Settings

You can modify or configure settings related to the password, email account and program from the Settings page. You can also export your data for backup purposes. You won't need to manually collect data or configure the settings again when you are building a new machine with Acer Office Manager Console installed.

You can also generate or import certificates to provide more secure communication between Acer Office Manager Console and Agent programs when the original certificate you used expires.

6.1 Administration Settings

You can modify password and email account settings. The email settings have the email address, password, SMTP (Simple Mail Transfer Protocol) server address and port. Only POP3 (Post Office Protocol version 3.0) is supported. In addition, the program will ask you to enter a password before editing the settings.

6.2 Preference Settings

You can modify various Acer Office Manager Console settings, including:

1. Automatically launch the program when system boots up

The program will be automatically launched as system boots up if this option is enabled

2. Automatically lock program when the system is idle for a period of time

The program will automatically lock when the system is idle for the defined period of time if this option is enabled. You can adjust the time based on your requirements.

3. Automatically lock program when the system wakes up from Sleep or Hibernate mode

The program will automatically lock when the system is woken on from Sleep or Hibernate mode if this option is enabled.

6.3 Notification Settings

You can configure the conditions for showing a notification on the Dashboard page. The conditions include:

1. Show client on the Dashboard when it is used in excess of a specified time

The client will be highlights on the Dashboard once it has been in use for longer than the defined time. You can adjust the period based on your requirements. You can use this option to remind you that a client should be upgraded.

2. Show client on the Dashboard when it is offline for a specific time

The client will be shown on the Dashboard once it has been offline for longer than the defined time. You can adjust the period based on your requirements. You can use this option to remind you if a client is left unused for a long time, and you can reassign it to another user.

6.4 Data Migration

You can backup the data and settings, including grouping and asset information for managed clients, policies, tasks, and settings. This helps to reduce repetitive work to create or collect data again when you are building a new machine with Acer Office Manager Console installed, or recovering the system on a machine with Acer Office Manager Console installed. You can restore the data from an external file you exported during setup.

6.5 Certificate

Certificates ensure more secure communication between Acer Office Manager Console and Agent programs. If you choose to use a customized certificate during setup, you will need to generate one and manually import it to both programs. Once the certificate expires, you can generate a new one from the Settings page.

Q & A

1. Client with Acer Office Manager Agent installed cannot be found in the Acer Office Manager Console

You can check for a connection problem between Acer Office Manager Console and Agent via the diagnosis function provided in the Acer Office Manager Agent.

2. Client with Acer Office Manager Agent installed always shows offline in Acer Office Manager Console

You can check for a connection problem between Acer Office Manager Console and Agent via the diagnosis function provided in the Acer Office Manager Agent.

3. Cannot receive notifications via email

Make sure the mail system used supports POP3 (Post Office Protocol 3).

4. Client with Acer Office Manager Agent program installed cannot be remotely woken or turned on.

This function is only supported on local area network (LAN) connections. Ensure the Allow this device to wake the computer option in the LAN adapter properties is enabled and BIOS is supported.

1. Asset report cannot be generated

Ensure Microsoft Office Excel is installed properly. Only Microsoft Office 2003, Microsoft Office 2007 and Microsoft Office 2010 are supported.