# HITACHI
Inspire the Next

JP1 Version 13

## Asset and Distribution Management:
## Getting Started

# Notices

## ■ Relevant program products

For details about the supported operating systems and the service packs or patches that are required by JP1/IT Desktop Management 2, see the *Release Notes*.

JP1/IT Desktop Management 2 - Manager

P-2A42-78DL JP1/IT Desktop Management 2 - Manager version 13-00 or later

The above product includes the following:

P-CC2A42-7ADL JP1/IT Desktop Management 2 - Manager version 13-00 or later (for Windows Server 2022, Windows Server 2019, Windows Server 2016)

P-CC2A42-7BDL JP1/IT Desktop Management 2 - Agent version 13-00 or later (for Windows Server 2022, Windows 11, Windows Server 2019, Windows Server 2016, Windows 10, Windows 8.1, Windows 8, Windows Server 2012, Windows Server 2012 R2, Windows 7, and Windows Server 2008 R2)

P-CC2A42-7CDL JP1/IT Desktop Management 2 - Network Monitor version 13-00 or later (for Windows Server 2022, Windows 11, Windows Server 2019, Windows Server 2016, Windows 10, Windows 8.1, Windows 8, Windows Server 2012, Windows Server 2012 R2, and Windows 7)

P-CC2A42-7DDL JP1/IT Desktop Management 2 - Asset Console version 13-00 or later (for Windows Server 2022, Windows Server 2019, Windows Server 2016)

P-CC2A42-7PDL JP1/IT Desktop Management 2 - Internet Gateway version 13-00 or later (for Windows Server 2022, Windows Server 2019, Windows Server 2016)

JP1/IT Desktop Management 2 - Operations Director

P-2A42-7KDL JP1/IT Desktop Management 2 - Operations Director version 13-00 or later

The above product includes the following:

P-CC2A42-7ADL JP1/IT Desktop Management 2 - Manager version 13-00 or later (for Windows Server 2022, Windows Server 2019, Windows Server 2016)

P-CC2A42-7BDL JP1/IT Desktop Management 2 - Agent version 13-00 or later (for Windows Server 2022, Windows 11, Windows Server 2019, Windows Server 2016, Windows 10, Windows 8.1, Windows 8, Windows Server 2012, Windows Server 2012 R2, Windows 7, and Windows Server 2008 R2)

P-CC2A42-7CDL JP1/IT Desktop Management 2 - Network Monitor version 13-00 or later (for Windows Server 2022, Windows 11, Windows Server 2019, Windows Server 2016, Windows 10, Windows 8.1, Windows 8, Windows Server 2012, Windows Server 2012 R2, and Windows 7)

P-CC2A42-7PDL JP1/IT Desktop Management 2 - Internet Gateway version 13-00 or later (for Windows Server 2022, Windows Server 2019, Windows Server 2016)

JP1/IT Desktop Management 2 - Additional License for Linux

P-8142-7GDL JP1/IT Desktop Management 2 - Agent version 13-00 or later (for CentOS 7, CentOS 6 (x64), Linux 7, Linux 6 (x64), Linux 6 (x86), Linux 5 (AMD/Intel 64), and Linux 5 (x86))

P-8642-7GDL JP1/IT Desktop Management 2 - Agent version 13-00 or later (for CentOS 8, Linux 8, Oracle Linux 8)

## ■ Trademarks

HITACHI, JP1 are either trademarks or registered trademarks of Hitachi, Ltd. in Japan and other countries.

AIX is a trademark of International Business Machines Corporation, registered in many jurisdictions worldwide.

1. This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit. (http://www.openssl.org/)

2. This product includes cryptographic software written by Eric Young (eay@cryptsoft.com)

3. This product includes software written by Tim Hudson (tjh@cryptsoft.com)

4. This product includes the OpenSSL Toolkit software used under OpenSSL License and Original SSLeay License. OpenSSL License and Original SSLeay License are as follow:

```
LICENSE ISSUES
==============
The OpenSSL toolkit stays under a dual license, i.e. both the conditions of
the OpenSSL License and the original SSLeay license apply to the toolkit.
See below for the actual license texts. Actually both licenses are BSD-style
Open Source licenses. In case of any license issues related to OpenSSL
please contact openssl-core@openssl.org.
OpenSSL License
---------------
/* ====================================================================
 * Copyright (c) 1998-2016 The OpenSSL Project. All rights reserved.
 *
 * Redistribution and use in source and binary forms, with or without
 * modification, are permitted provided that the following conditions
 * are met:
 *
 * 1. Redistributions of source code must retain the above copyright
 * notice, this list of conditions and the following disclaimer.
 *
 * 2. Redistributions in binary form must reproduce the above copyright
 * notice, this list of conditions and the following disclaimer in
 * the documentation and/or other materials provided with the
 * distribution.
 *
 * 3. All advertising materials mentioning features or use of this
 * software must display the following acknowledgment:
 * "This product includes software developed by the OpenSSL Project
```

```
 * for use in the OpenSSL Toolkit. (http://www.openssl.org/)"
 *
 * 4. The names "OpenSSL Toolkit" and "OpenSSL Project" must not be used to
 * endorse or promote products derived from this software without
 * prior written permission. For written permission, please contact
 * openssl-core@openssl.org.
 *
 * 5. Products derived from this software may not be called "OpenSSL"
 * nor may "OpenSSL" appear in their names without prior written
 * permission of the OpenSSL Project.
 *
 * 6. Redistributions of any form whatsoever must retain the following
 * acknowledgment:
 * "This product includes software developed by the OpenSSL Project
 * for use in the OpenSSL Toolkit (http://www.openssl.org/)"
 *
 * THIS SOFTWARE IS PROVIDED BY THE OpenSSL PROJECT ``AS IS'' AND ANY
 * EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE
 * IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR
 * PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE OpenSSL PROJECT OR
 * ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL,
 * SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT
 * NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES;
 * LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION)
 * HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT,
 * STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE)
 * ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED
 * OF THE POSSIBILITY OF SUCH DAMAGE.
 * ======================================================================
 *
 * This product includes cryptographic software written by Eric Young
 * (eay@cryptsoft.com). This product includes software written by Tim
 * Hudson (tjh@cryptsoft.com).
 *
 */
Original SSLeay License
-----------------------
/* Copyright (C) 1995-1998 Eric Young (eay@cryptsoft.com)
 * All rights reserved.
 *
 * This package is an SSL implementation written
 * by Eric Young (eay@cryptsoft.com).
```

```
* The implementation was written so as to conform with Netscapes SSL.
*
* This library is free for commercial and non-commercial use as long as
* the following conditions are aheared to. The following conditions
* apply to all code found in this distribution, be it the RC4, RSA,
* lhash, DES, etc., code; not just the SSL code. The SSL documentation
* included with this distribution is covered by the same copyright terms
* except that the holder is Tim Hudson (tjh@cryptsoft.com).
*
* Copyright remains Eric Young's, and as such any Copyright notices in
* the code are not to be removed.
* If this package is used in a product, Eric Young should be
given attribution
* as the author of the parts of the library used.
* This can be in the form of a textual message at program startup or
* in documentation (online or textual) provided with the package.
*
* Redistribution and use in source and binary forms, with or without
* modification, are permitted provided that the following conditions
* are met:
* 1. Redistributions of source code must retain the copyright
* notice, this list of conditions and the following disclaimer.
* 2. Redistributions in binary form must reproduce the above copyright
* notice, this list of conditions and the following disclaimer in the
* documentation and/or other materials provided with the distribution.
* 3. All advertising materials mentioning features or use of this software
* must display the following acknowledgement:
* "This product includes cryptographic software written by
* Eric Young (eay@cryptsoft.com)"
* The word 'cryptographic' can be left out if the rouines from the library
* being used are not cryptographic related :-).
* 4. If you include any Windows specific code (or a derivative thereof) from
* the apps directory (application code) you must include an acknowledgement:
* "This product includes software written by Tim Hudson (tjh@cryptsoft.com)"
*
* THIS SOFTWARE IS PROVIDED BY ERIC YOUNG ``AS IS'' AND
* ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE
* IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE
* ARE DISCLAIMED. IN NO EVENT SHALL THE AUTHOR OR CONTRIBUTORS BE LIABLE
* FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL
* DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS
* OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION)
```

## ■ Microsoft product screen shots

Microsoft product screen shots reprinted with permission from Microsoft Corporation.

## ■ Restrictions

## ■ Issued

## ■ Copyright

# Summary of amendments

**The following table lists changes in this manual (3021-3-L71(E)) and product changes related to this manual.**

| Changes | Location |
|---|---|
| Windows Server 2022 is added as a supported operating system for the following products.<br>• JP1/IT Desktop Management 2 - Manager<br>• JP1/IT Desktop Management 2 - Agent<br>• JP1/IT Desktop Management 2 - Network Monitor<br>• JP1/IT Desktop Management 2 - Asset Console<br>• JP1/IT Desktop Management 2 - Internet Gateway<br>• Remote Install Manager | -- |
| Windows 11 is added as a supported operating system for the following products.<br>• JP1/IT Desktop Management 2 - Agent<br>• JP1/IT Desktop Management 2 - Network Monitor<br>• Remote Install Manager | -- |
| Windows Server 2012 is no longer supported by the following products.<br>• JP1/IT Desktop Management 2 - Manager<br>• JP1/IT Desktop Management 2 - Network Monitor<br>• JP1/IT Desktop Management 2 - Asset Console<br>• Remote Install Manager | -- |

Legend:

--: Not applicable

In addition to the above changes, minor editorial corrections were made.

# Read this first

## ■ What you can do with JP1/IT Desktop Management 2

Are you spending more time than is necessary on security management of your organization's computers? Are you aware that your currently-recognized computer information might be out of date?

By using JP1/IT Desktop Management 2, you can oversee all the latest information about the computers installed on your organization. With JP1/IT Desktop Management 2, you can centrally manage business-critical machines, such as printers, network devices, and smart phones, as well as computers. Deploy JP1/IT Desktop Management 2, and devote time currently spent on management to more productive business operations.
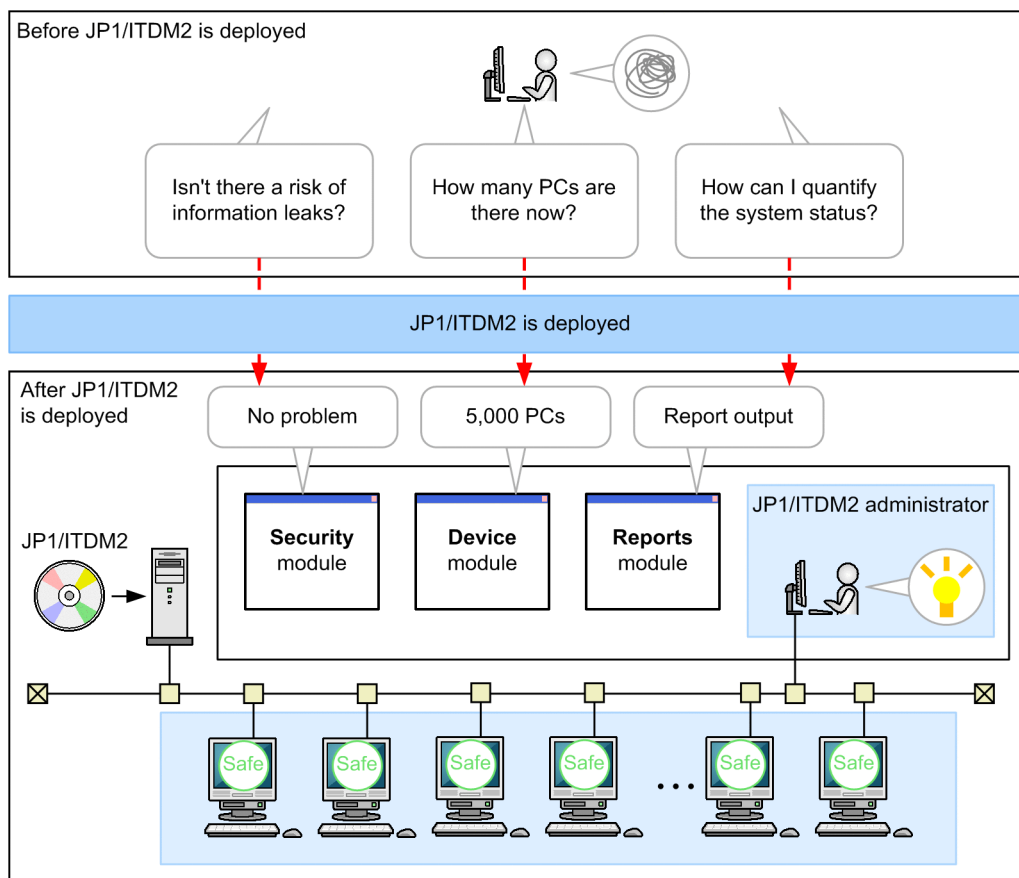


Legend:

: Scope of management by JP1/ITDM2

**Security** module
Use this module to manage security-related information or to take security measures.
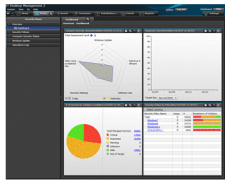
**Assets** module
Use this module to manage the information about hardware assets, software licenses, and contracts.

**Asset Console**
Use this tool to customize the asset information search or display method.
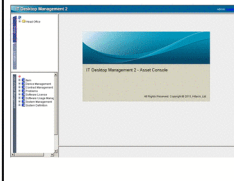
**Device** module
Use this module to check the number of devices or to control the power of computers.
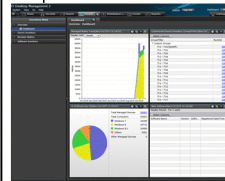
**Home** module
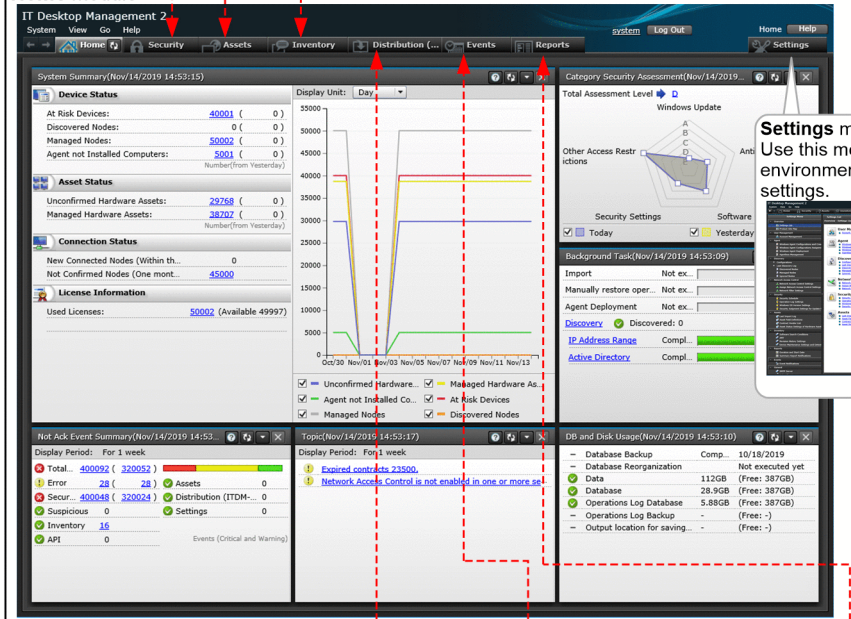


**Settings** module
Use this module to specify environment or schedule settings.
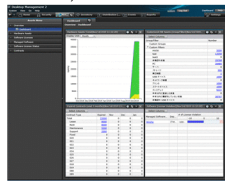
**Remote Install Manager**
Use this tool to distribute software by specifying detailed conditions or to distribute software every day.
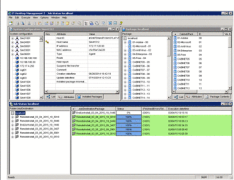
**Distribution** (ITDM-compatible) module
Use this module if you want to distribute software only a few times weekly or monthly with fewer steps.
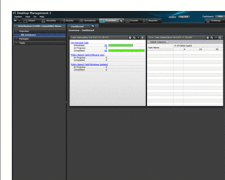
**Events** module
Use this module to monitor the status of security measures or occurrence of problems.
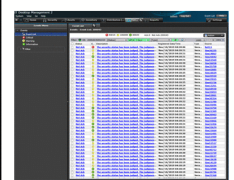
**Reports** module
Use this module to evaluate the security status or to analyze the trends of assets or devices.

## ■ What is explained in this manual

The purpose of this manual (*Asset and Distribution Management: Getting Started*) is to explain how to perform basic operations for computer management in accordance with the rules set by the applicable organization. This section describes the computer management rules that are assumed as standard in this manual, and provides notes on using this manual.

## Computer management rules assumed in this manual
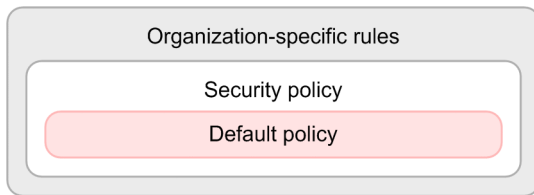


Security management must be implemented following the management rules set by the organization. These management rules define the organization's computer configuration and operation (*Security policy*). JP1/IT Desktop Management 2 judges security status based on this security policy. This manual uses the *default policy*, which is the security policy provided by JP1/IT Desktop Management 2.

When JP1/IT Desktop Management 2 is deployed, the default policy is automatically applied to all devices managed by JP1/IT Desktop Management 2. The default policy does not affect execution of any currently-used applications.

## Notes on using this manual
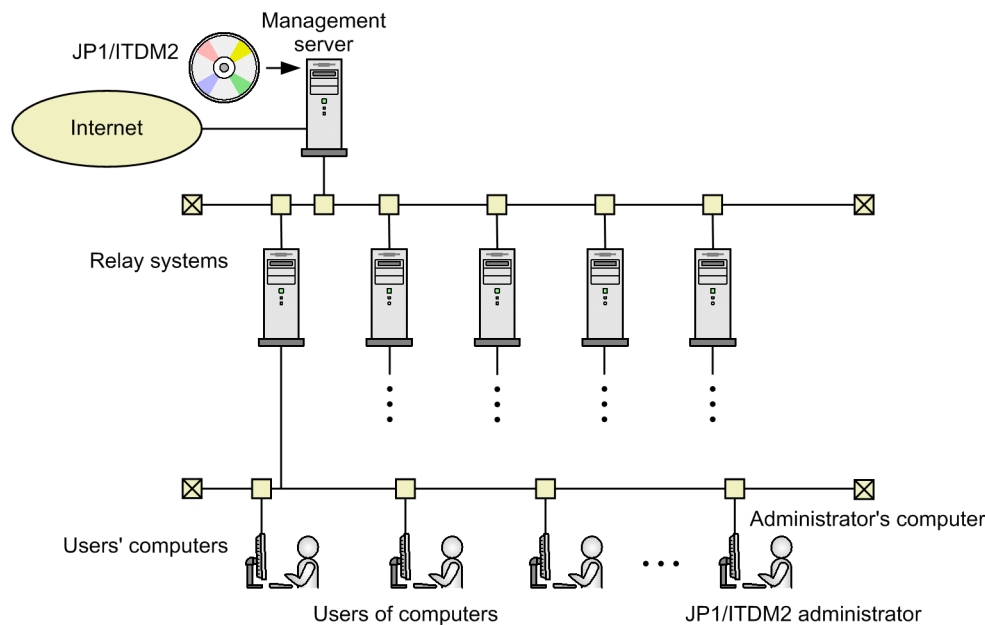


For JP1/IT Desktop Management 2 - Manager, the descriptions of operations assume that a maximum of 5,000 devices are to be managed in the system configuration shown in the above figure. A relay system can manage a maximum of 1,000 devices.

For JP1/IT Desktop Management 2 - Operations Director, the descriptions of operations assume a minimum configuration consisting of one management server and a maximum of 1,000 devices. Relay systems are not to be built.

Note:

Compared with JP1/IT Desktop Management 2 - Manager, some functions of JP1/IT Desktop Management 2 - Operations Director are restricted. For details about functional restrictions, see the description *Functional restrictions in JP1/IT Desktop Management 2 - Operations Director* in the *JP1/IT Desktop Management 2 Overview and System Design Guide*.

Therefore, the system configuration described in this manual uses five relay systems. If the number of devices to be managed exceeds 5,000, multiple system configurations must be prepared according to the number of devices. For details, see the description *Examining the system configuration* in the *JP1/IT Desktop Management 2 Overview and System Design Guide*.

Note that the descriptions in this manual assume that the user has subscribed to support services. Subscribers can receive maintenance and technical support services for JP1/IT Desktop Management 2.

Non-subscribers can also use this manual. Perform the procedures as described, and when you encounter *2.3.1 Downloading the latest security updates from the support service site*, read *If support services are not subscribed*. To use the service for subscribing support services, you must connect to the Internet.

## ■ Navigating the manuals

The following figure shows the JP1/IT Desktop Management 2 manuals, and indicates for what purpose you need to read these manuals.
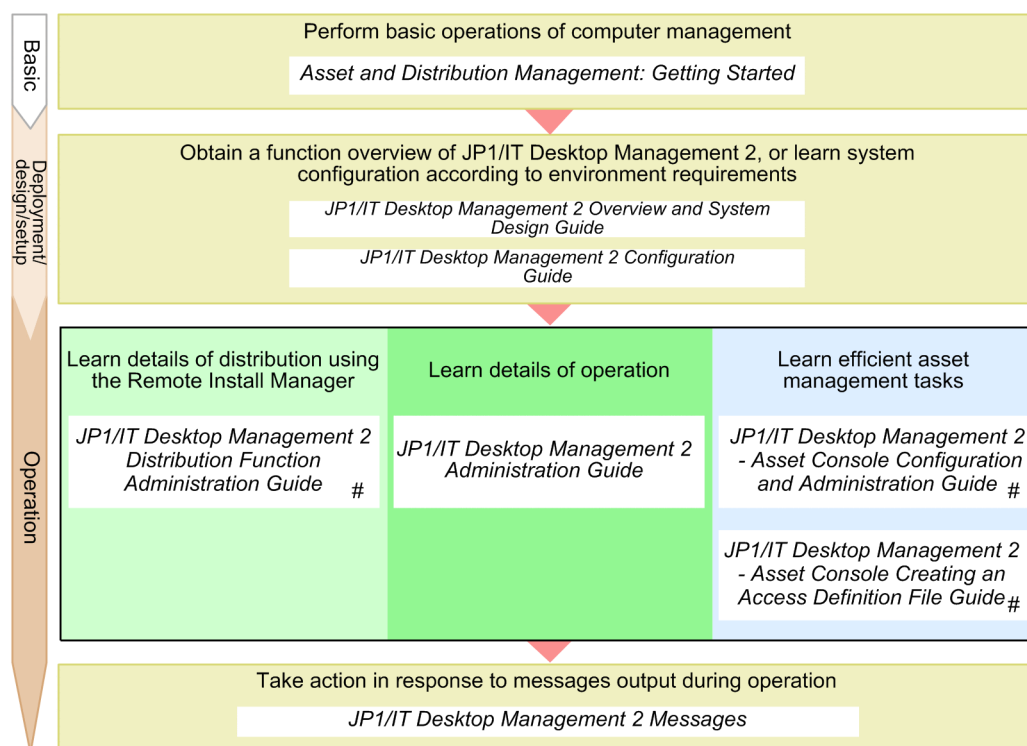


#: For JP1/IT Desktop Management 2 - Operations Director, there is no need to reference these manuals because they explain unsupported functions.

A reference in one manual to another manual is indicated in the following format: For details about *something*, see *topic-title* in the *manual-name*. Using *topic-title* as a keyword, search for the relevant section in the target manual.

Descriptions of operations on windows assume the following respective environments:

Operations on the management server
    Environment running Windows Server 2012

Operations in the Remote Install Manager
    Environment running Windows 7

Operations on the administrator's computer

Environment running Windows 7, Internet Explorer 11.0, and Microsoft Excel

As a result of product improvements and other changes, some of the windows in this manual might differ from the windows of the product you are using.

## Conventions: Fonts and symbols

The following table explains the text formatting conventions used in this manual:

| Text formatting | Convention |
|---|---|
| **Bold** | Bold characters indicate text in a window, other than the window title. Such text includes menus, menu options, buttons, radio box options, or explanatory labels. For example:<br>• From the **File** menu, choose **Open**.<br>• Click the **Cancel** button.<br>• In the **Enter name** entry box, type your name. |
| *Italic* | Italic characters indicate a placeholder for some actual text to be provided by the user or system. For example:<br>• Write the command as follows:<br>`copy` *source-file target-file*<br>• The following message appears:<br>`A file was not found. (file =` *file-name*`)`<br>Italic characters are also used for emphasis. For example:<br>• Do *not* delete the configuration file. |
| `Monospace` | Monospace characters indicate text that the user enters without change, or text (such as messages) output by the system. For example:<br>• At the prompt, enter `dir`.<br>• Use the `send` command to send mail.<br>• The following message is displayed:<br>`The password is incorrect.` |

The following table explains the symbols used in this manual:

| Symbol | Convention |
|---|---|
| `\|` | In syntax explanations, a vertical bar separates multiple items, and has the meaning of OR.<br>For example:<br>`A\|B\|C` means A, or B, or C. |
| `{ }` | In syntax explanations, curly brackets indicate that only one of the enclosed items is to be selected.<br>For example:<br>`{A\|B\|C}` means only one of A, or B, or C. |
| `[ ]` | In syntax explanations, square brackets indicate that the enclosed item or items are optional.<br>For example:<br>`[A]` means that you can specify `A` or nothing.<br>`[B\|C]` means that you can specify `B`, or `C`, or nothing. |
| `...` | In coding, an ellipsis (...) indicates that one or more lines of coding have been omitted.<br>In syntax explanations, an ellipsis indicates that the immediately preceding item can be repeated as many times as necessary. For example:<br>`A, B, B, ...` means that, after you specify `A, B,` you can specify `B` as many times as necessary. |

**Conventions: Version numbers**

The version numbers of Hitachi program products are usually written as two sets of two digits each, separated by a hyphen. For example:

- Version 1.00 (or 1.0) is written as 01-00.
- Version 2.05 is written as 02-05.
- Version 2.50 (or 2.5) is written as 02-50.
- Version 12.25 is written as 12-25.

The version number might be shown on the spine of a manual as *Ver. 2.00*, but the same version number would be written in the program as *02-00*.

# Contents

# 1

# JP1/IT Desktop Management 2 Setup

Create an environment for basic operation, and start management of computers.

# 1.1 Preparation before installation

## 1.1.1 Confirming the environment to be used by the administrator

Check whether the environment to be used for operating JP1/IT Desktop Management 2 is appropriate:

- Server to be used as the management server

- Servers to be used as relay systems (For JP1/IT Desktop Management 2 - Operations Director, no check is required, because relay systems will not be used.)

- Administrator's computer (computer that the administrator will usually use to operate JP1/IT Desktop Management 2)
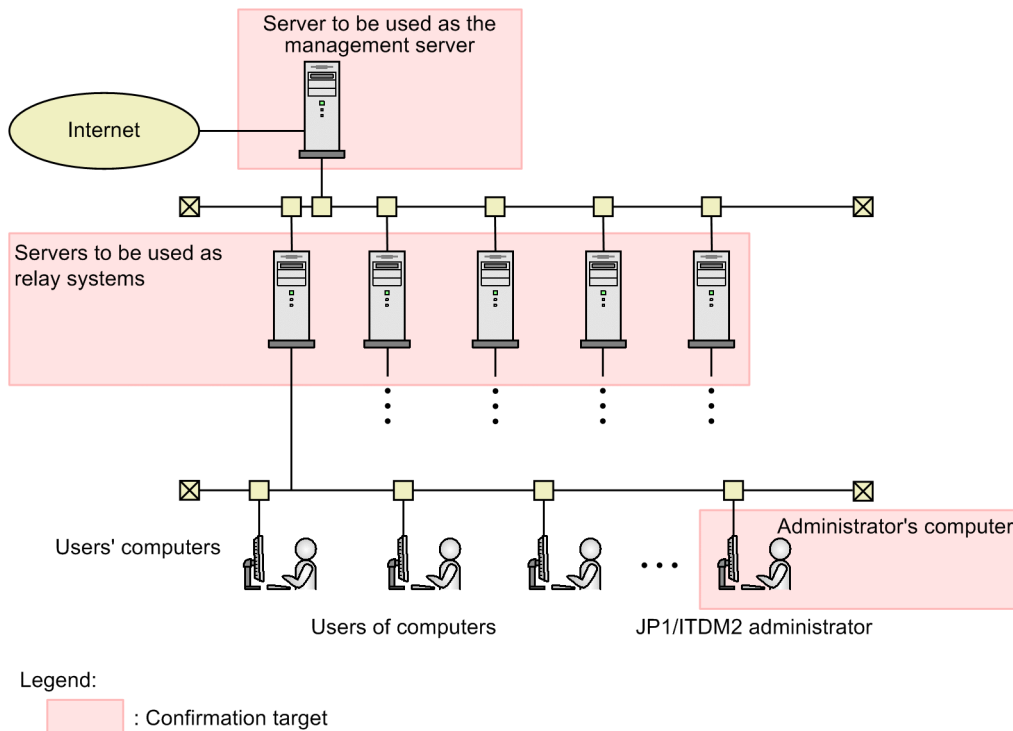


### Procedure

1. Confirm that the server to be used as the management server satisfies the following conditions:
   - Installed memory: 2.0 GB or more (recommended: 8.0 GB)
   - Free disk space: 23.0 GB or more
   - Free space on the system drive (C:): 1.0 GB or more (work area)
   - OS: Windows Server 2019, Windows Server 2016, Windows Server 2012, or Windows Server 2012 R2

2. Confirm that each server to be used as a relay system satisfies the following conditions:
   - Installed memory: 2.0 GB or more
   - Free disk space: 300.0 MB or more
   - OS: Windows Server 2019, Windows Server 2016, Windows 10, Windows 8.1, Windows 8, Windows Server 2012, Windows Server 2012 R2, Windows 7 Enterprise, Windows 7 Professional, or Windows 7 Ultimate

3. Confirm that the administrator's computer satisfies the following conditions:

- Installed memory: 2.0 GB or more

- Free disk space: 200.0 MB or more

- OS: Windows Server 2019, Windows Server 2016, Windows 10, Windows 8.1, Windows 8, Windows Server 2012, Windows Server 2012 R2, Windows 7 Enterprise, Windows 7 Professional, or Windows 7 Ultimate

- Browser: Internet Explorer 11, Firefox ESR (60 or later), or Chrome (78 or later)

**What you do next**

Now you have finished confirming the environment. Next, you install JP1/IT Desktop Management 2 - Manager.

# 1.2 Installing JP1/IT Desktop Management 2

This manual describes how to install the following programs:

- JP1/IT Desktop Management 2 - Manager
- Remote Install Manager (For JP1/IT Desktop Management 2 - Operations Director, this will not be installed.)
- JP1/IT Desktop Management 2 - Agent

The procedures below describe how to set up the system in the following configuration:

Managing programs                    Managed programs

Management server

1.2.1(1)
- JP1/ITDM2 - Manager
- RIM#

Relay systems#

1.2.2(1)
- JP1/ITDM2 - Agent
  (relay system)

1.2.1(2)
- RIM#

Administrator's computer

1.2.2(2)
- JP1/ITDM2 - Agent
  (agent)
- Packager#

JP1/ITDM2 administrator

User's computer

1.2.2(3)(4)(5)
- JP1/ITDM2 - Agent
  (agent)

Computer users
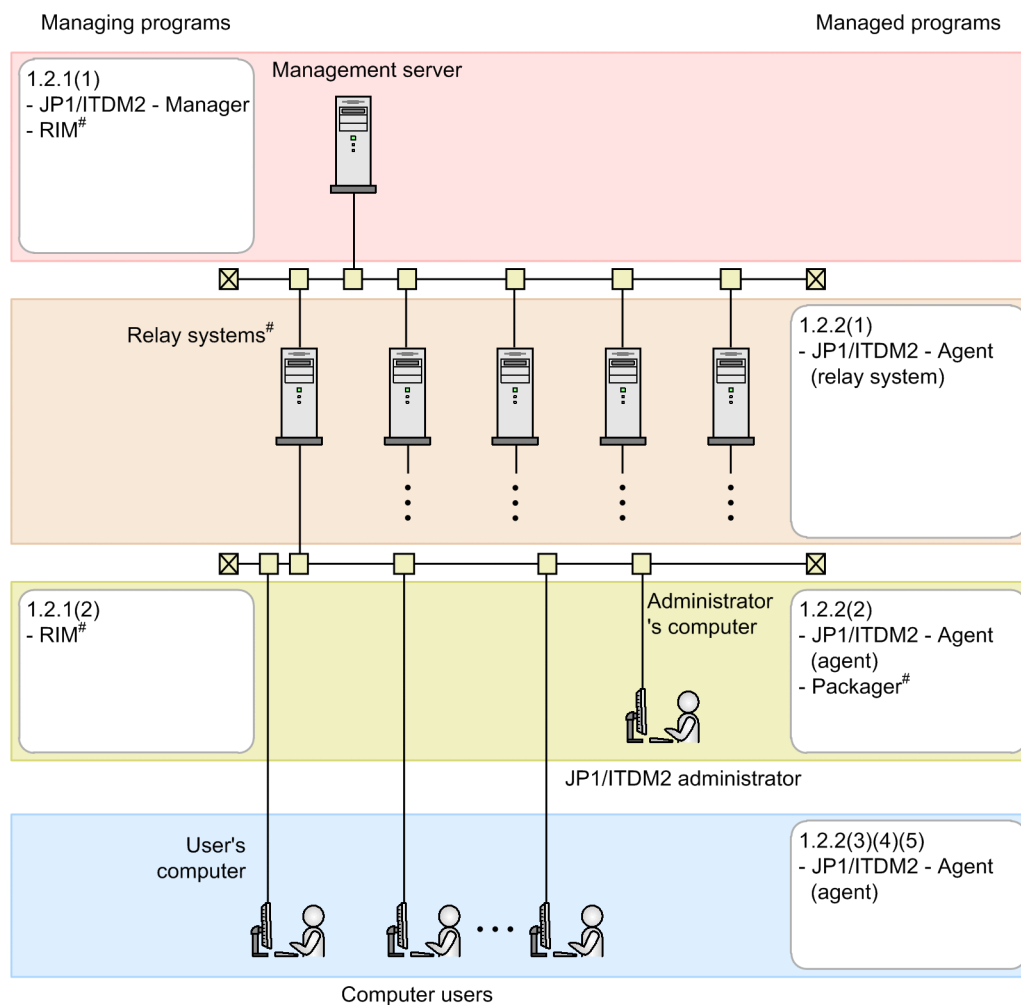
Legend:

JP1/ITDM2 - Manager: JP1/IT Desktop Management 2 - Manager

RIM: Remote Install Manager

JP1/ITDM2 - Agent (relay system): JP1/IT Desktop Management 2 - Agent (relay system)

JP1/ITDM2 - Agent (agent): JP1/IT Desktop Management 2 - Agent (agent)

#: Not needed for JP1/IT Desktop Management 2 - Operations Director

# 1.2.1 Installing JP1/IT Desktop Management 2 - Manager

## (1) Installing JP1/IT Desktop Management 2 - Manager on a server

Install JP1/IT Desktop Management 2 - Manager, following the wizard's instructions.

> 📄 **Note**
>
> Installing JP1/IT Desktop Management 2 - Manager on a server might take a few hours (depending on the specifications of the computer). This is because the *simple installation* method selected in this manual creates a database automatically. Keep this in mind when starting installation.

### Operation procedure

1. Log on with the administrator role to the server to be used as the management server.

2. Insert the provided media of the product into the CD/DVD drive.
   The Hitachi Integrated Installer dialog box appears.

   If the Hitachi Integrated Installer dialog box does not appear
   Double-click the `HCD_INST.EXE` file on the provided media. The Hitachi Integrated Installer dialog box will appear.

3. Select **JP1/IT Desktop Management 2 - Manager**, and then click the **Install** button.
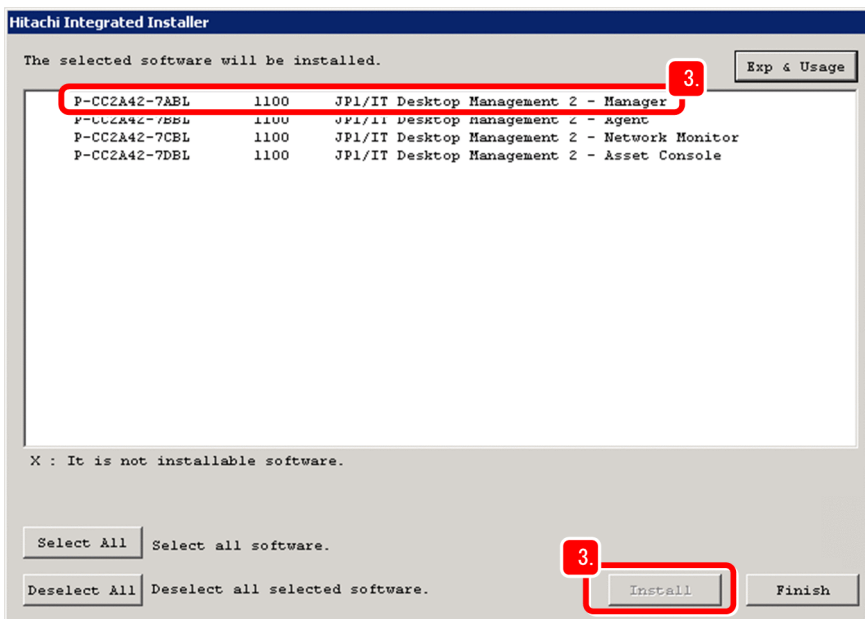


   A message appears, asking you whether you want to start installation.

4. Click the **OK** button.
   The installation wizard appears.

5. Click the **Next** button.
   The Permission Agreement window appears.

6. Read through the license agreement to the end.

7. Select **I accept the terms in license agreement**.
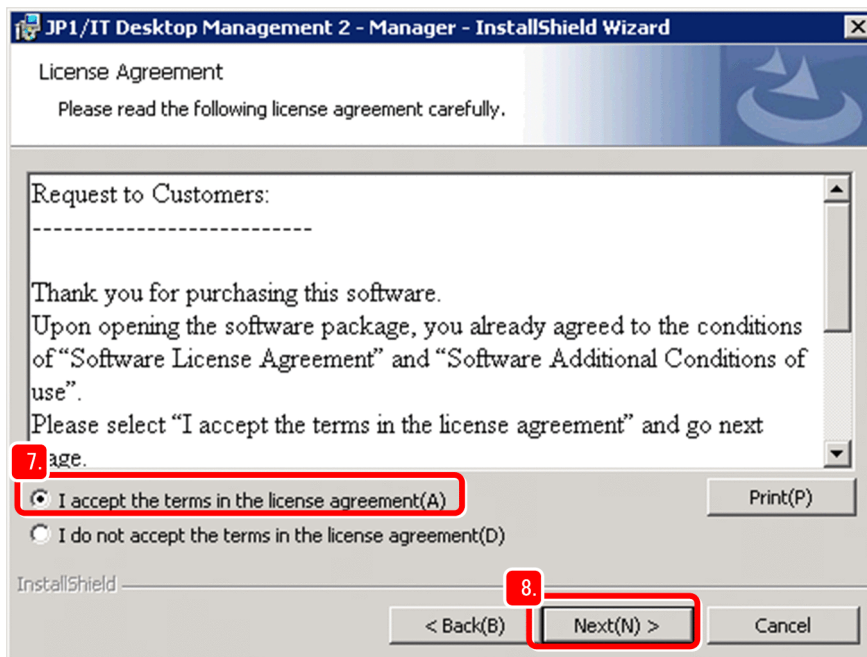


8. Click the **Next** button.

   The **Installation type** window appears.

9. Click the **Next** button.

   **Quick installation** is selected as the installation type, and setup is automatically performed with all default settings. Then, the **Installation folder** window appears.

   > 📄 **Note**
   >
   > For details about automatic setup, see the description *Setup parameters* in the *JP1/IT Desktop Management 2 Overview and System Design Guide*.

10. Click the **Next** button.

    The **Setting up the database** window appears.

    If the installation destination disk does not have sufficient unused capacity

    Click the **Change** button to change the installation folder if the folder displayed by default does not have the following total amounts of unused capacity:

    - Installation folder for JP1/IT Desktop Management 2 - Manager: 2.9 GB or more
    - Database folder: 15.0 GB or more

11. Set a password, and then click the **Next** button.
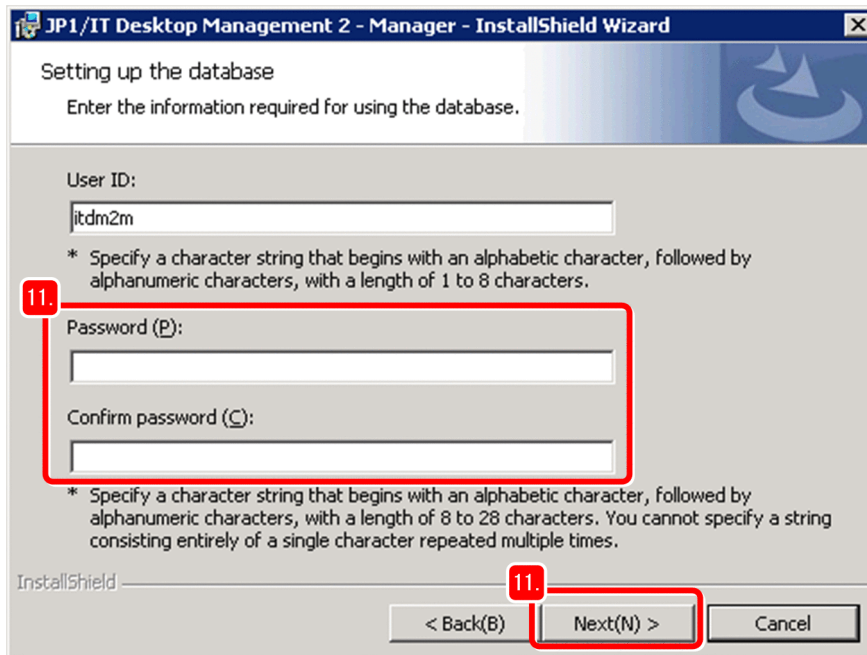
The **InstallShield is ready to install program** window appears. This window displays the information for starting installation. Also, the Components to Install dialog box displays the Remote Install Manager that is necessary for installing JP1/IT Desktop Management 2 - Manager.

12. Click the **Install** button.
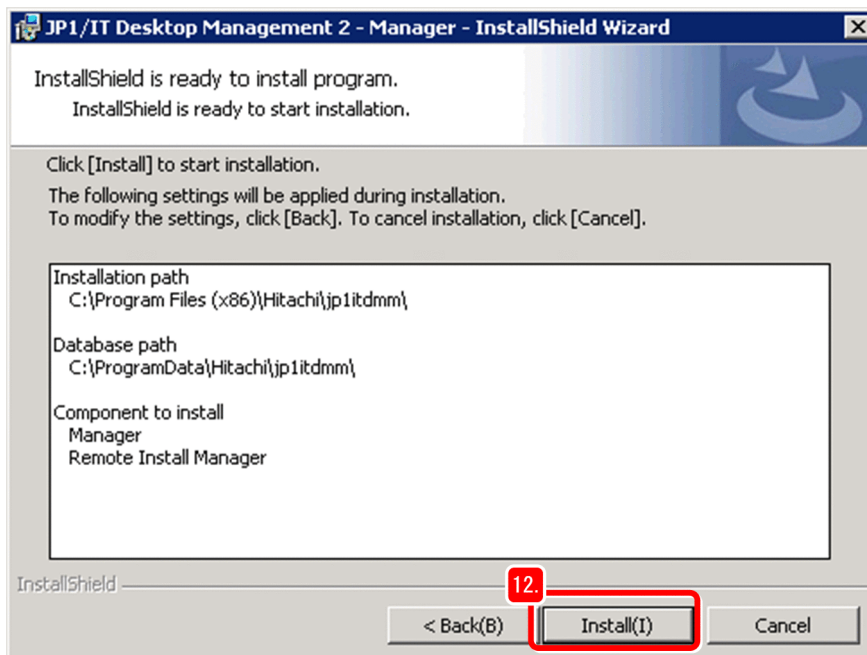


Installation starts, and the Installing JP1/IT Desktop Management 2 - Manager window appears.

13. Wait for a while.

When installation finishes, the **The install wizard is complete** window appears.

14. Clear the **Starting on JP1/IT Desktop Management 2** check box.
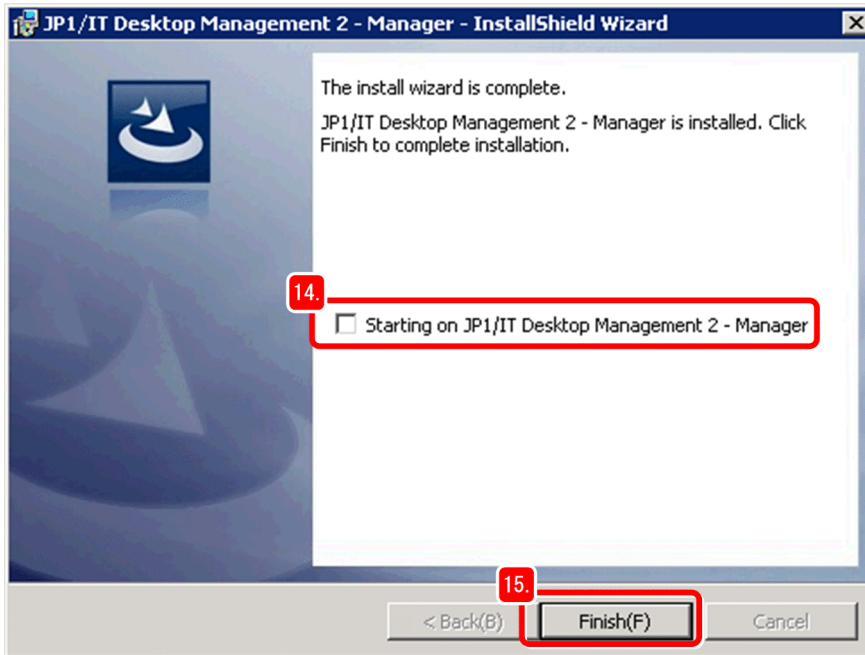
In this example, we assumed the user logs in from the administrator's computer rather than from the server to be operated.

15. Click the **Finish** button.

    When you are instructed to restart the computer, restart the computer.

16. In the Hitachi Integrated Installer dialog box, click the **Finish** button.

    The Hitachi Integrated Installer dialog box closes, and then the dialog box for confirming that the installer has been completed appears.

17. Click the **OK** button.

    The dialog box closes.

18. Remove the provided media.

    > 📄 **Note**
    >
    > At this point, check and record the IP address and host name of the management server. You will need this information when you set up, or log in to, JP1/IT Desktop Management 2.

**What you do next**

Now you have finished installation of JP1/IT Desktop Management 2 - Manager. The server on which JP1/IT Desktop Management 2 - Manager is installed is called the *management server*. Next, you install Remote Install Manager on the administrator's computer. Remote Install Manager is used to distribute files.

## (2) Installing Remote Install Manager on the administrator's computer

Also install Remote Install Manager, following the wizard. For JP1/IT Desktop Management 2 - Operations Director, you do not need to perform this procedure. Proceed to *1.2.1(3) Registering the product license of JP1/IT Desktop Management 2*.

**Operation procedure**

1. Log on with the administrator role to the administrator's computer.

2. Insert the provided media of the product into the CD/DVD drive.

3. When the Hitachi Integrated Installer dialog box appears, select **JP1/IT Desktop Management 2 - Manager**, and then click the **Install** button.

4. Click the **OK** button.

5. Click the **Next** button.

6. Read through the license agreement to the end.

7. Select **I accept the terms in license agreement**.

8. Click the **Next** button.
   The **Installation type** window appears.

9. Select **Custom installation**, and then click the **Next** button.
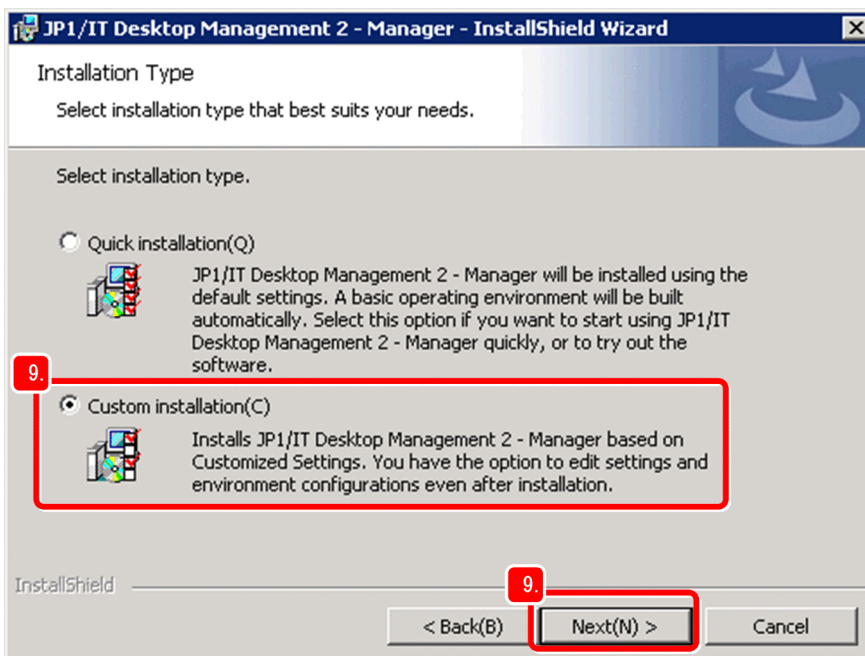


   The User Registration window appears.

10. Enter the user name and company name, and then click the **Next** button.
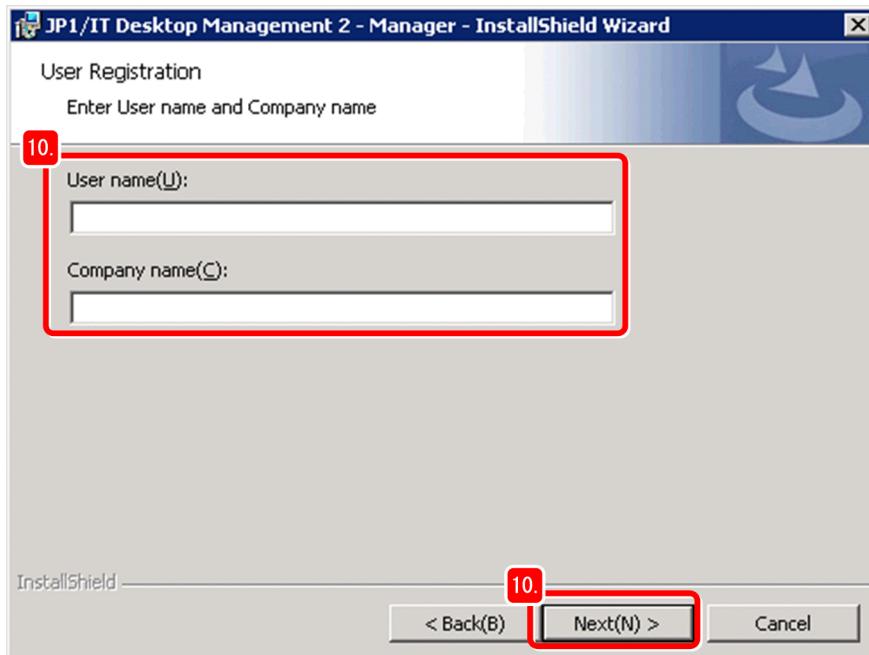
The **Installation folder** window appears.

11. Click the **Next** button.
    The **Custom installation** window appears.

12. Click the icon on the left of **Manager**, and then select **This feature will not be available**.
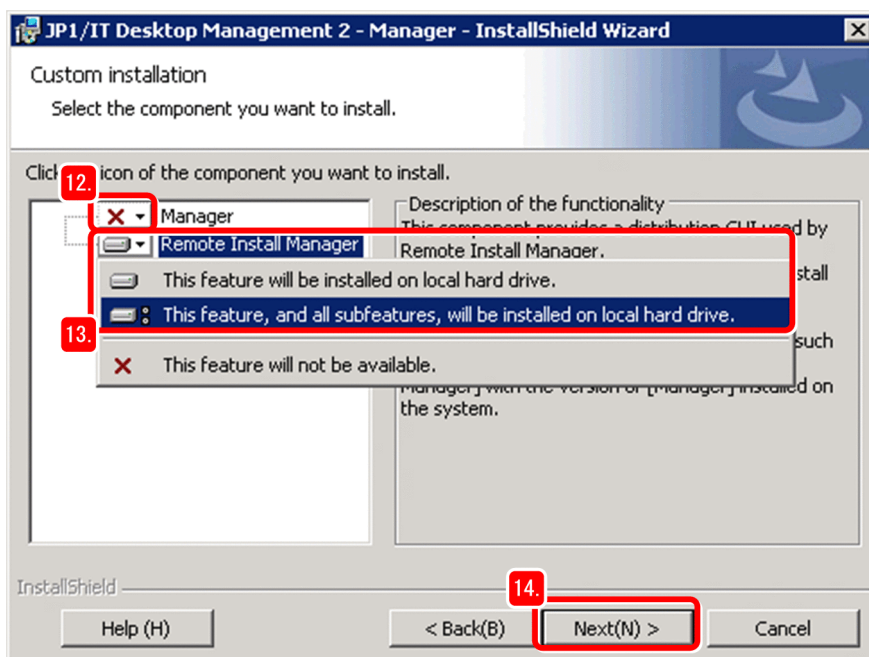


JP1/IT Desktop Management 2 - Manager is removed from the components to be installed.

13. Click the icon on the left of **Remote Install Manager**, and then select **This feature, and all subfeatures, will be installed on local hard drive**.
    Remote Install Manager is added to the components to be installed.

14. Click the **Next** button.
    The **InstallShield is ready to install program** window appears.

15. Click the **Install** button.
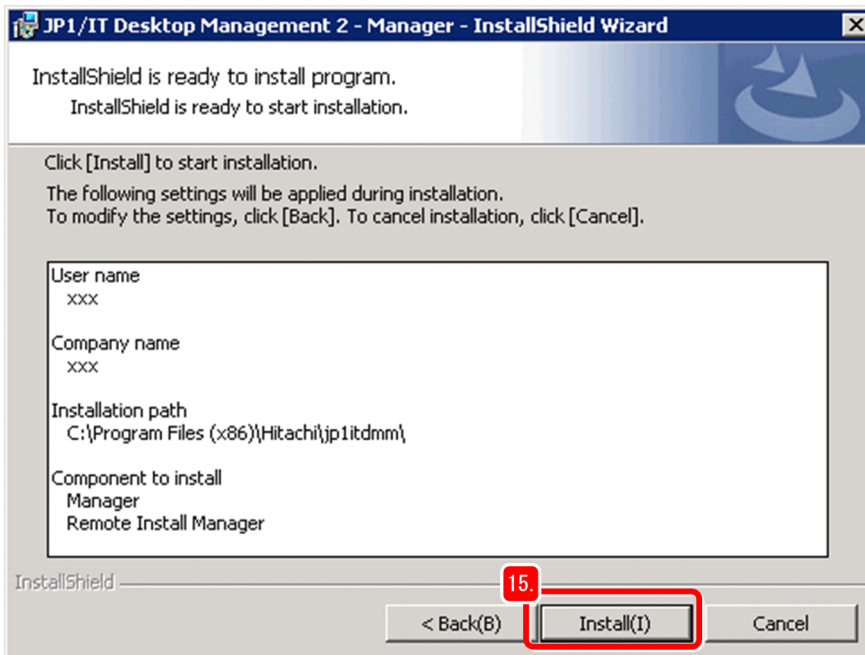


Installation starts. A series of windows appear as processing progresses.

16. Wait for a while.

When installation finishes, the **The install wizard is complete** window appears.

17. Click the **Finish** button.

When you are instructed to restart the computer, restart the computer.

18. In the Hitachi Integrated Installer dialog box, click the **Finish** button.

19. Click the **OK** button.

20. Remove the provided media.

**What you do next**

Now you have finished installing Remote Install Manager on the administrator's computer. Next, you use that computer to register the product license of JP1/IT Desktop Management 2.

# (3) Registering the product license of JP1/IT Desktop Management 2

Display the login window on the administrator's computer, and then register the product license you purchased.

**Operation procedure**

1. Set the CD-ROM titled *Hitachi License Files* in the CD/DVD drive.

2. Prepare the management server information recorded in *1.2.1(1) Installing JP1/IT Desktop Management 2 - Manager on a server*. Use this information to complete the following URL, and then enter the URL on the web browser's address bar:

`http://`*management-server's-IP-address-or-host-name*`:31080/jp1itdm/jp1itdm.jsp`

> **💡 Tip**
>
> If you add the above URL as **Favorites** of Internet Explorer, you can display the login window quickly, without entering the URL.

If the login window does not appear correctly:

Possible causes and their corrective actions are as follows:

- The entered URL is incorrect. -- Check the URL that you entered. If the URL includes a host name, make sure that the host name can be resolved to an IP address.

- The network has a problem. -- Check the error information displayed in the web browser, and make sure that there are no problems with the network between the computer and management server.

3. Click the **License** button.
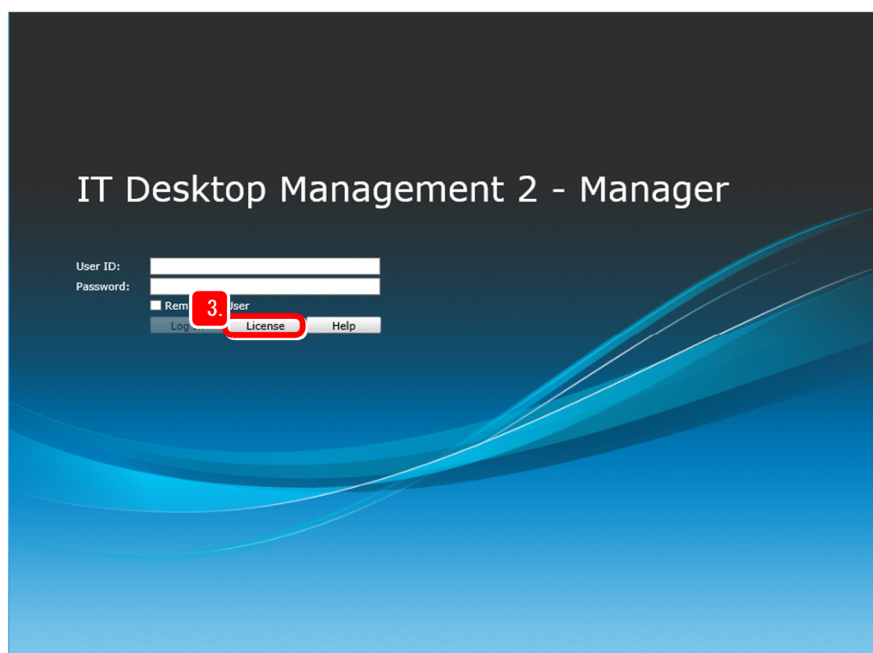


The License Details window appears.

If an error is displayed:

You might be able to prevent the error by performing the following procedure in Internet Explorer:

1. Display the Internet Options dialog box, and open the **Security** tab.

2. Add the following URL to **Trusted sites**:

`http://`*management-server's-IP-address-or-host-name*

3. Restart Internet Explorer.

4. Click the **Register License** button.

The window for selecting the license key file appears.

5. Select and open the license key file (`.xml`) on the CD-ROM that you sent in step 1.

A dialog box appears, notifying you that license registration is finished.

> 💡 **Tip**
>
> Because the license key file is necessary when you replace the management server, be sure to store the file.
>
> For details, see *Replacing a management server* in the *JP1/IT Desktop Management 2 Configuration Guide*.

6. Click the **OK** button.

License management operations are finished. In the following steps, you check whether the license has been registered correctly.

7. In the login window, click the **License** button.

The License Details window appears.

8. Compare the value of **Maximum number of managed nodes** in that window with the value of *Total Number of License* in the license agreement (*Software License Agreement*), and then confirm that these values match.

> **Tip**
>
> If you have additionally purchased product licenses, sum the *Total Number of License* values of all license agreements.

9. Click the **Close** button.

   The License Details window closes, and the login window appears.

**What you do next**

Now you have correctly registered the product license of JP1/IT Desktop Management 2. Next, you log in to the JP1/IT Desktop Management 2 operation window.

## (4) Log in to the operation window

Log in to the JP1/IT Desktop Management 2 operation window. After logging in, you must first change the password.

**Operation procedure**

1. Enter the following login information in **User ID** and **Password**:

   - **User ID**: `system`
   - **Password**: `manager`
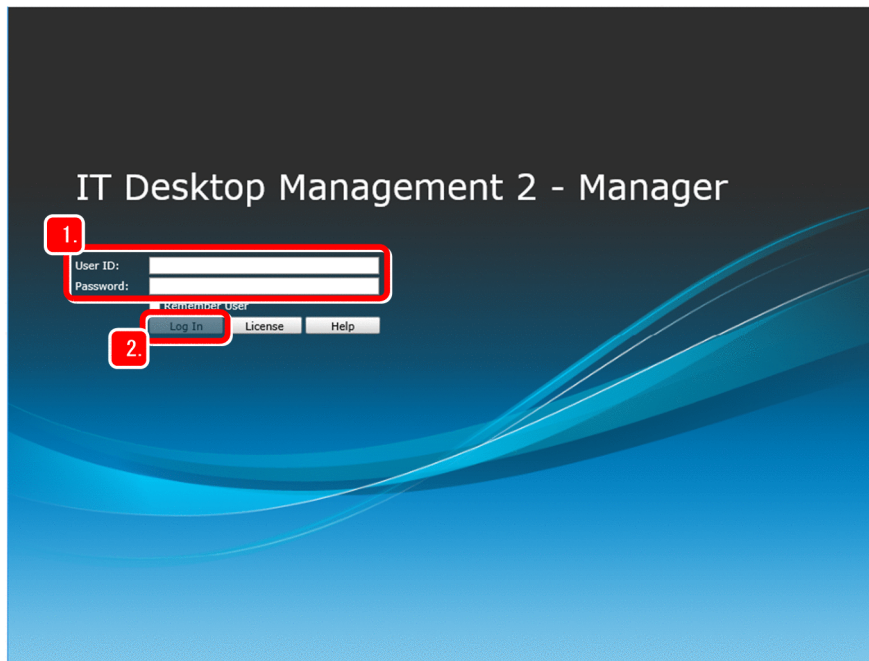
> **📄 Note**
>
> The above password can be used for only the first login.

2. Click the **Login** button.

   The Change Password dialog box appears.

   > **📄 Note**
   >
   > If you select the **Remember User** check box, you do not need to enter the user ID in the login window again.

3. Enter the new password.



> **💡 Tip**
>
> The following shows the guidelines for strengthening the password. Enter a strong password for safer security management.
>
> - Combine uppercase characters, lowercase characters, numbers, and symbols.
> - Do not use a string that is consecutive (such as `12345`).
> - Do not use the name or birthday of yourself or an associate, or a dictionary word.

4. Click the **OK** button.

   The dialog box notifying you that the password was successfully changed appears.

5. Click the **OK** button.

   The **Home** module appears.

> 📄 **Note**
>
> None of the procedures described in this manual use the Getting Started window.
>
> If you do not want to display the Getting Started window again during login, select the **Do not display this message again** check box, and then click × in the top right corner to close the window.
>
> To display the Getting Started window again, select **View**, then **Change View Default**.

**What you do next**

Now you have completed login to the JP1/IT Desktop Management 2 operation window. Next, you install JP1/IT Desktop Management 2 - Agent.

# 1.2.2 Installing JP1/IT Desktop Management 2 - Agent

Before you start managing the users' computers, make sure that JP1/IT Desktop Management 2 - Agent is installed on each of those computers. Computers on which JP1/IT Desktop Management 2 - Agent is installed can be managed safely.

This manual describes how users can install JP1/IT Desktop Management 2 - Agent on their own computers. In the described procedure, users can take action against problems if necessary.

The JP1/IT Desktop Management 2 - Agent installation procedure consists of the following stages:

1. Building relay systems (For JP1/IT Desktop Management 2 - Operations Director, no relay systems are to be built.)

   Log in to the operation window from the administrator's computer, and then create an installation set consisting of the JP1/IT Desktop Management 2 - Agent program and the files containing the program setup information). The created installation set facilitates building of relay systems. After creating the installation set, build relay systems.

2. Installing JP1/IT Desktop Management 2 - Agent and the Packager on the administrator's computer (For JP1/IT Desktop Management 2 - Operations Director, the Packager is not to be installed.)

   Install JP1/IT Desktop Management 2 - Agent on the administrator's computer so that the computer can also be managed. Also install the Packager, which is required to distribute files.

3. Preparing for installation on the users' computers

   Create an installation set for users so that they can easily install JP1/IT Desktop Management 2 - Agent by themselves.

4. Instructing users to perform installation on their computers

   Instruct users to install JP1/IT Desktop Management 2 - Agent. The users use the installation set (created in stage 3) to install JP1/IT Desktop Management 2 - Agent on their own computers.

5. Confirming installation of JP1/IT Desktop Management 2 - Agent

   Confirm that JP1/IT Desktop Management 2 - Agent has been installed on all computers. If there are computers on which JP1/IT Desktop Management 2 - Agent is not installed, further instruct the users of those computers to install it.

# (1) Building relay systems

In this stage, you create an installation set for relay systems, and then you use it to build relay systems. Before creating an installation set, you specify the Agent settings that are required to create the installation set. For JP1/IT Desktop Management 2 - Operations Director, you do not need to perform this procedure. Proceed to *1.2.2(2) Installing JP1/IT Desktop Management 2 - Agent and the Packager on the administrator's computer*.

**Operation procedure**

1. Log in to the JP1/IT Desktop Management 2 operation window.

2. Click the **Settings** button.
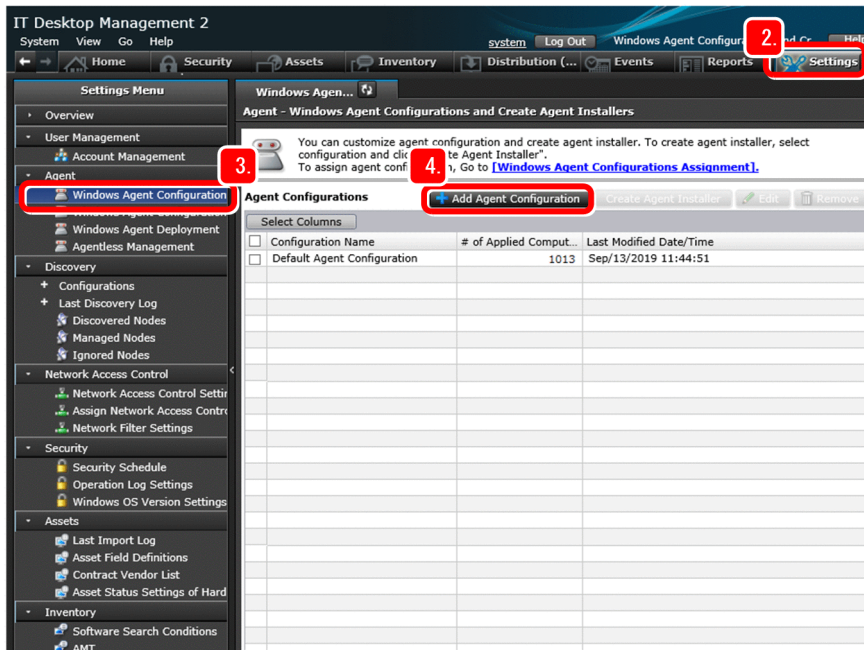


The **Settings** module appears.

3. Select **Agent**, and then **Windows Agent Configurations and Create Agent Installers**.
   The Windows Agent Configurations and Create Agent Installers window appears.

4. Click the **Add Agent Configuration** button.
   The Add Agent Configuration window appears.

5. Enter any name in **Agent Configuration Name**.
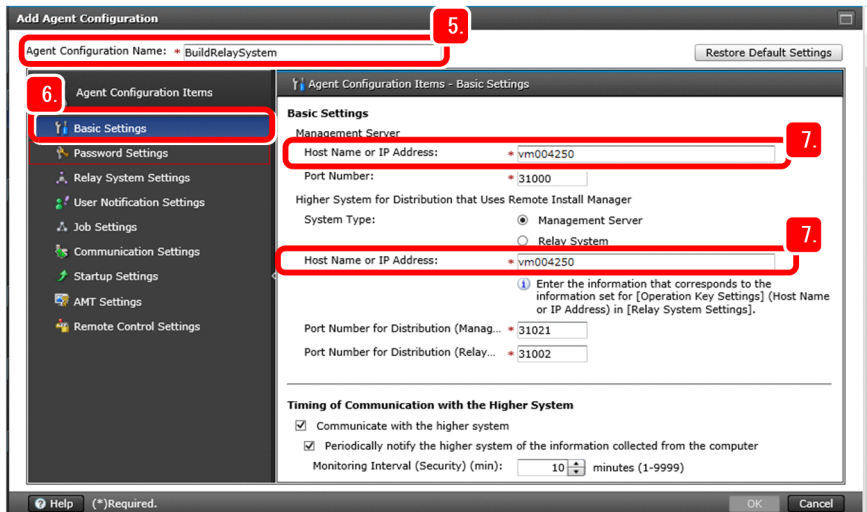
In this manual, `BuildRelaySystem` is entered.

6. Select **Basic settings**.

The **Basic settings** window appears.

7. Make sure that the management server's host name has been specified for the following items in the **Basic settings** window:

- **Host name or IP address** in **Management server**
- **Host name or IP address** in **Higher system that uses Remote Install Manager for distribution**

Specify other items as necessary. If you change port numbers, do so after carefully checking the system configuration and connection settings.

8. Select **Password settings**.
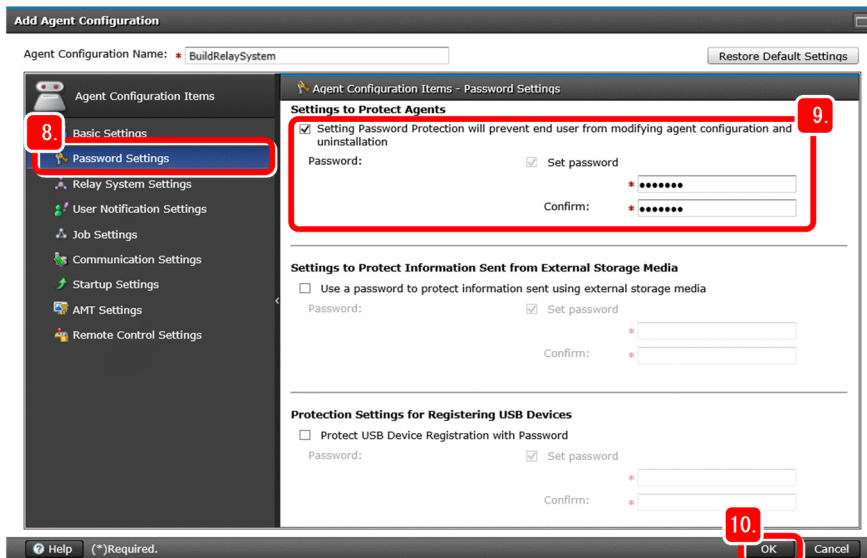


The **Password settings** window appears.

9. In **Settings to protect agents**, set the password.

Set a password to protect the agent settings. By setting a password, you can stop users from changing agent settings or uninstalling the product.

Select other items as necessary.

10. Click the **OK** button.

The `BuildRelaySystem` agent configuration is added to the Windows Agent Configurations and Create Agent Installers window. Perform the following steps to select this configuration.

11. Select the line of the `BuildRelaySystem` agent configuration that has been added, and click the **Create Agent Installer** button.
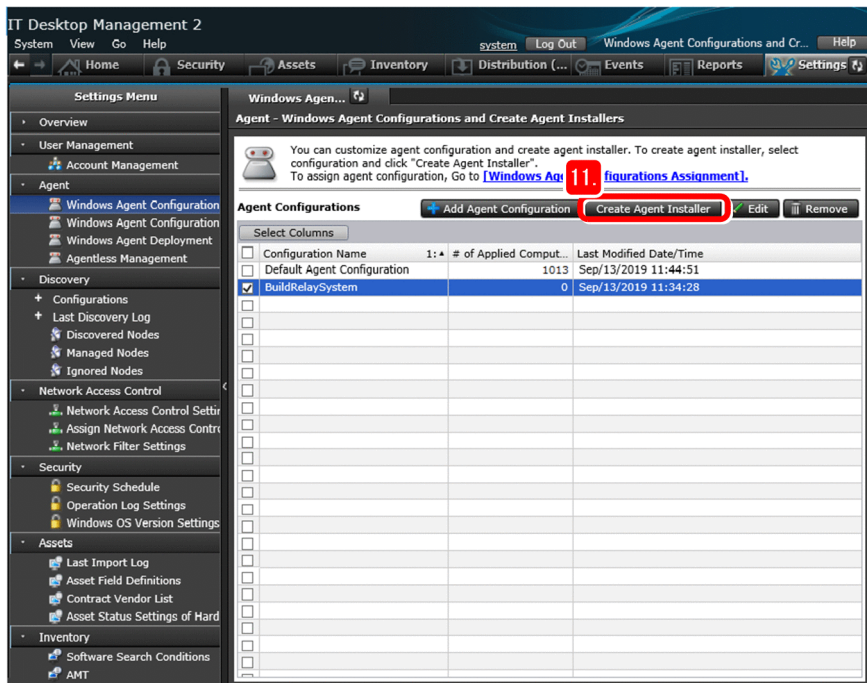


The Create Agent Installer window appears with `BuildRelaySystem` selected as the agent configuration.

12. Select **Settings for the component to be installed**.
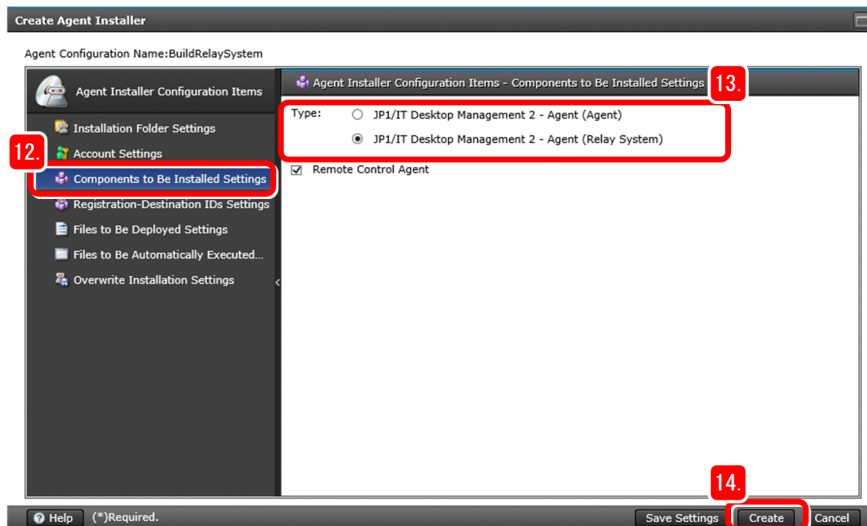


The **Settings for the component to be installed** window appears.

13. For **Type**, select **IT Desktop Management 2 - Agent (relay system)**.
Select other items as necessary.

14. Click the **Create** button.
After the Create Agent Installer dialog box appears, the File Download popup appears.

15. In the File Download popup, click the "▼" on the right side of the **Save** button, and select the **Save As**.

    The dialog box for selecting the folder in which to save the installation set appears.

16. Check the file name and save destination.

    In this manual, the file name is `ITDM2Agt(BuildRelaySystem).exe`.

17. Click the **Save** button.

    The installation set is saved, and the **Download complete** popup appears.

18. In the Create Agent Installer dialog box, click the **Close** button.

    The Create Agent Installer dialog box closes.

19. In the **Download complete** popup, click the **Open Folder** button.

    The folder containing the `ITDM2Agt(BuildRelaySystem).exe` file opens.

20. Move the `ITDM2Agt(BuildRelaySystem).exe` file to a location that is convenient for being downloaded from relay systems.

    Now you have completed the installation set for `BuildRelaySystem`. In the following steps, you use that installation set to build relay systems.

    > 📄 **Note**
    >
    > At this point, check and record the IP address and host name of the relay system. You will need this information when you check whether the relay systems have been built correctly, or when you set up the administrator's computer.

21. Log on with the administrator role to the first server to be used as a relay system.

22. Download the `ITDM2Agt(BuildRelaySystem).exe` file, and then double-click it.

    Installation of JP1/IT Desktop Management 2 - Agent starts. When installation (building of a relay system) finishes, a window appears, explaining to that effect.

23. Click the **OK** button.

24. Log in to the JP1/IT Desktop Management 2 operation window, and then click the **Inventory** button.
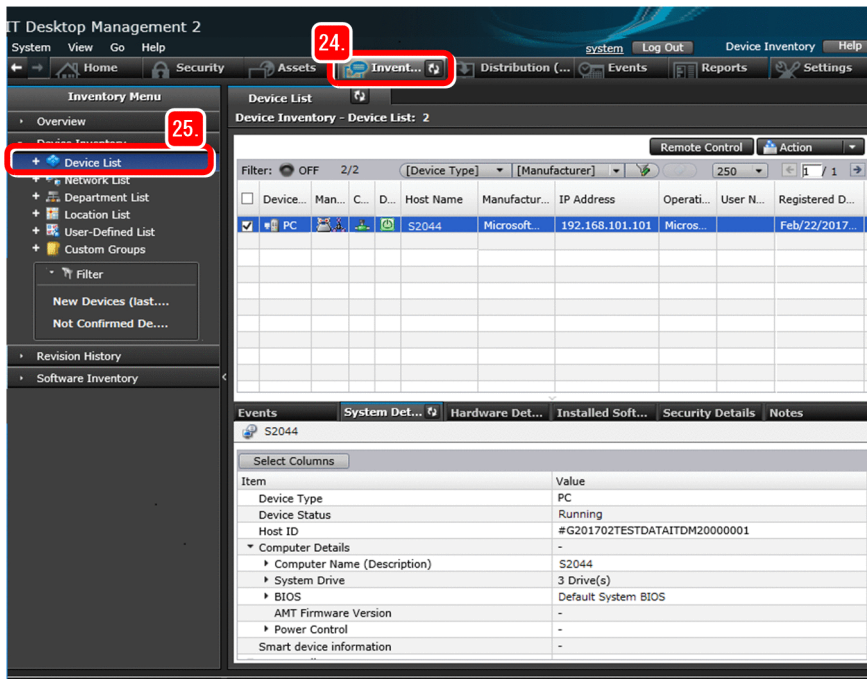
The **Device** module appears.

25. Select **Device Inventory**, and then **Device List**.

A list of devices appears.

26. From the Windows **Start** menu, select **All Programs**, **JP1_IT Desktop Management 2 - Manager**, and then **Remote Install Manager**.

The Login (Remote Install Manager) dialog box appears.

27. Enter the following information:



- **Management Server**: Host name of the management server recorded in *1.2.1(1) Installing JP1/IT Desktop Management 2 - Manager on a server*

- **Connection port number**: `31080` (default)
- **User ID**: `system`
- **Password**: New password entered in *1.2.1(4) Log in to the operation window*

28. Click the **OK** button.

    The Remote Install Manager window appears.

29. Check whether the host name of the relay system that you built is displayed in both of the following locations:
    - **Device List** view in the operation window
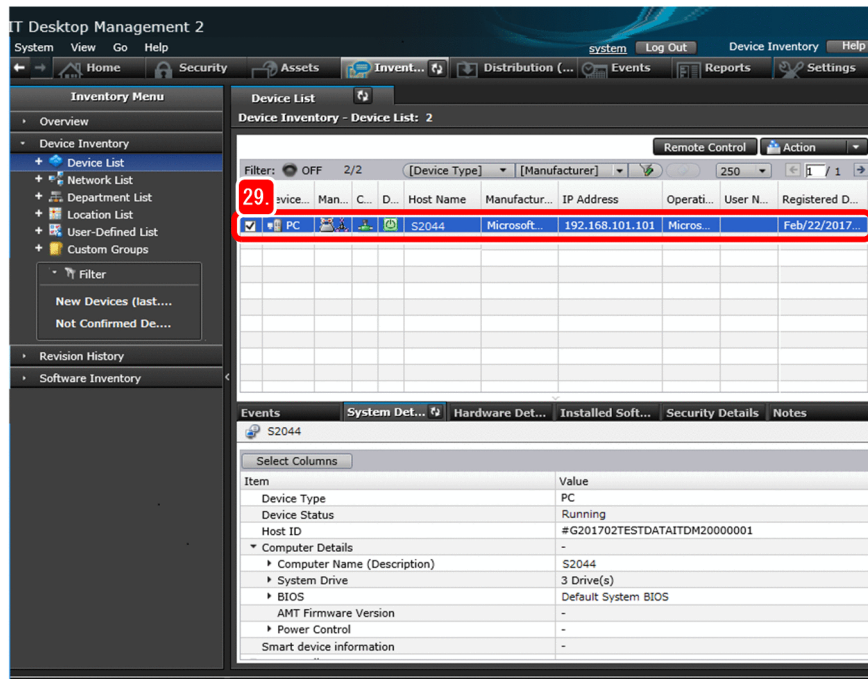


    - System Configuration window of Remote Install Manager
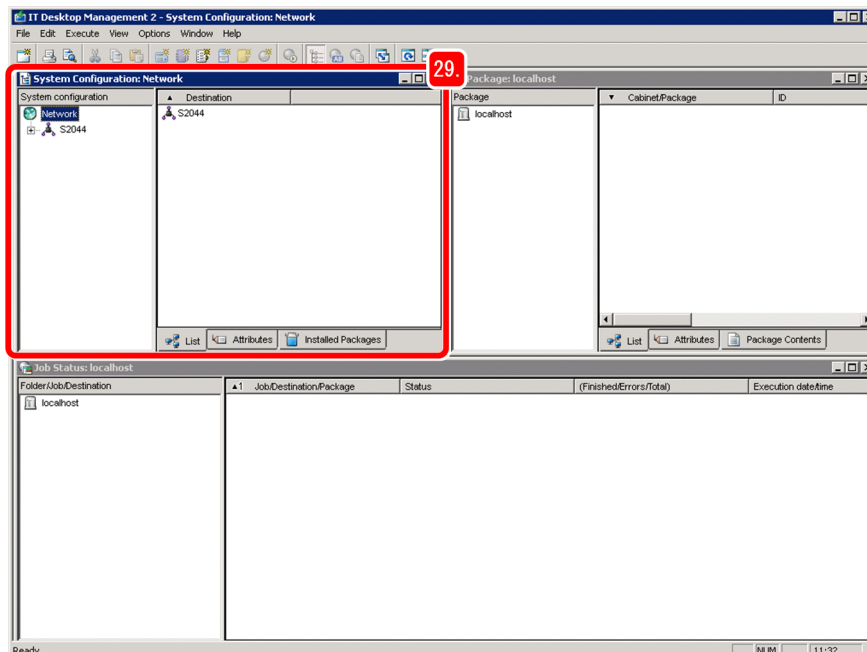


    If the relay system that you built is displayed in both locations, the first relay system has been built correctly.

If the relay system that you built is not displayed in both locations

Make sure that:

- The host name of the administrator's server can be resolved correctly.

- The agent settings are correct.

30. Similarly as described above, download and install `ITDM2Agt(BuildRelaySystem).exe` on the second and following servers to be used as relay systems.

## What you do next

Now you have completed building the relay systems. Next, install JP1/IT Desktop Management 2 - Agent and the Packager on the administrator's computer.

# (2) Installing JP1/IT Desktop Management 2 - Agent and the Packager on the administrator's computer

Install JP1/IT Desktop Management 2 - Agent and the Packager on the administrator's computer. By installing JP1/IT Desktop Management 2 - Agent, the administrator's computer can also be managed. The Packager is used to distribute files. For JP1/IT Desktop Management 2 - Operations Director, install JP1/IT Desktop Management 2 - Agent only. (Do not install the Packager.)

## Operation procedure

1. Insert the provided media of the product into the CD/DVD drive of the administrator's computer.

2. Select **JP1/IT Desktop Management 2 - Agent**, and then click the **Install** button.

3. Click the **OK** button.

4. Click the **Next** button.
   The Installation Type window appears.

5. Select **Custom installation**, and then click the **Next** button.

6. In the Installation Folder window, click the **Next** button.
   The **Types of components to be installed** window appears.

7. Click the **Next** button.
   The **Components to be installed** window appears.

8. Click the icon on the left of **Packager**, and then select **This feature, and all subfeatures, will be installed on local hard drive**.
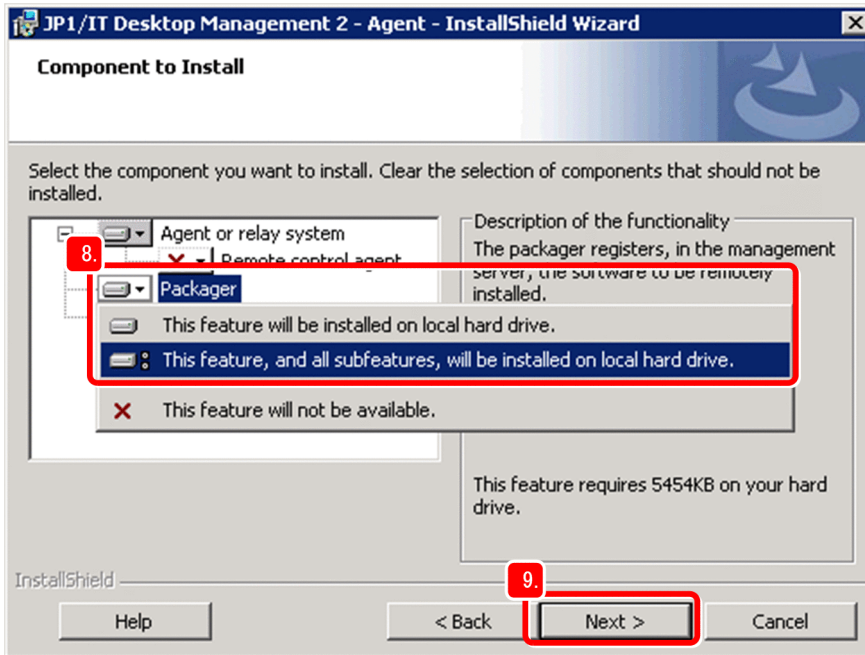
The agent and packager programs are selected as components to be installed on the administrator's computer.

9. Click the **Next** button.

The **The program is ready to be installed** window appears.

10. Click the **Install** button.
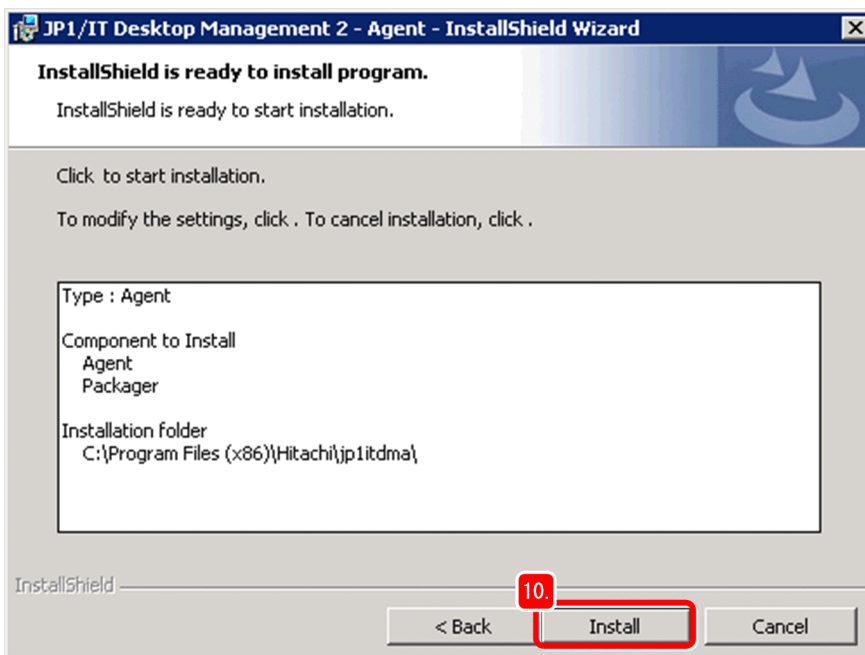


Installation starts, and the Installing JP1/IT Desktop Management 2 - Agent window appears. When installation finishes, the **The installation wizard finished** window appears.

11. Click the **Finish** button.

The Setup (Agent) dialog box appears. When you are instructed to restart the computer, restart the computer.

12. Open the **Connection-destination settings** tab. Then, in **Management server**, set **Host name or IP address** to the host name of the administrator's server recorded in *1.2.1(1) Installing JP1/IT Desktop Management 2 - Manager on a server*.



13. Click the **OK** button.

The Setup (Agent) dialog box closes, and the dialog box that asks you whether you really want to update the setup information appears.

14. Click the **Yes** button.

15. In the Hitachi Integrated Installer dialog box, click the **Finish** button.

The Hitachi Integrated Installer dialog box closes, and then the dialog box for confirming that the installer has been completed appears.
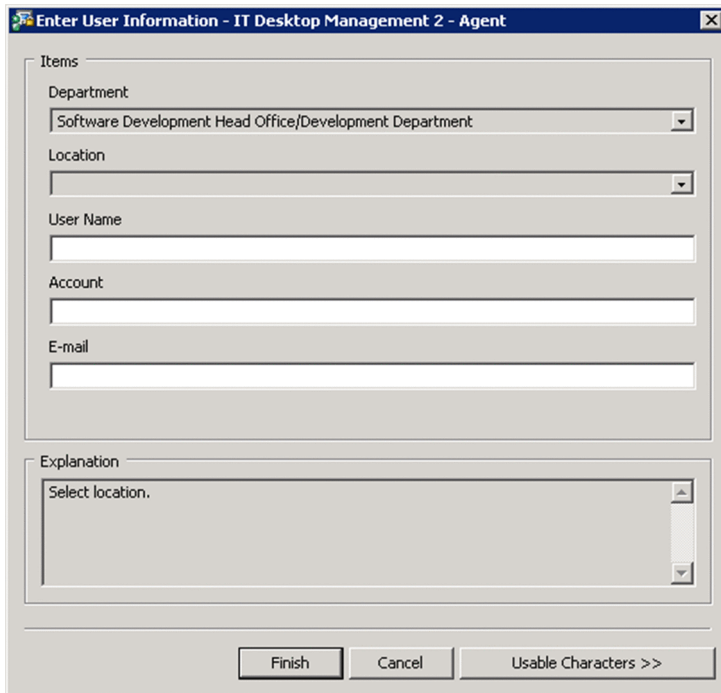
## What you do next

Now you have completed installation of JP1/IT Desktop Management 2 - Agent and the Packager on the administrator's computer. Next, prepare to install JP1/IT Desktop Management 2 - Agent on the users' computers.

## (3) Preparing for installation on the users' computers

The same way as for building relay systems, prepare installation on the users' computers by specifying the Agent settings, and then create an installation set.

If the created installation set is used to install JP1/IT Desktop Management 2 - Agent on computers, the user information of those computers, such as the name and email address, is subject to management. In the procedure described below, to reduce the administrator's work load, each user individually fills in their name and other information in a dialog box displayed on their own computer.



**Operation procedure**

1. Log on with the administrator role to the administrator's computer.

2. Log in to the JP1/IT Desktop Management 2 operation window, and then click the **Settings** button.
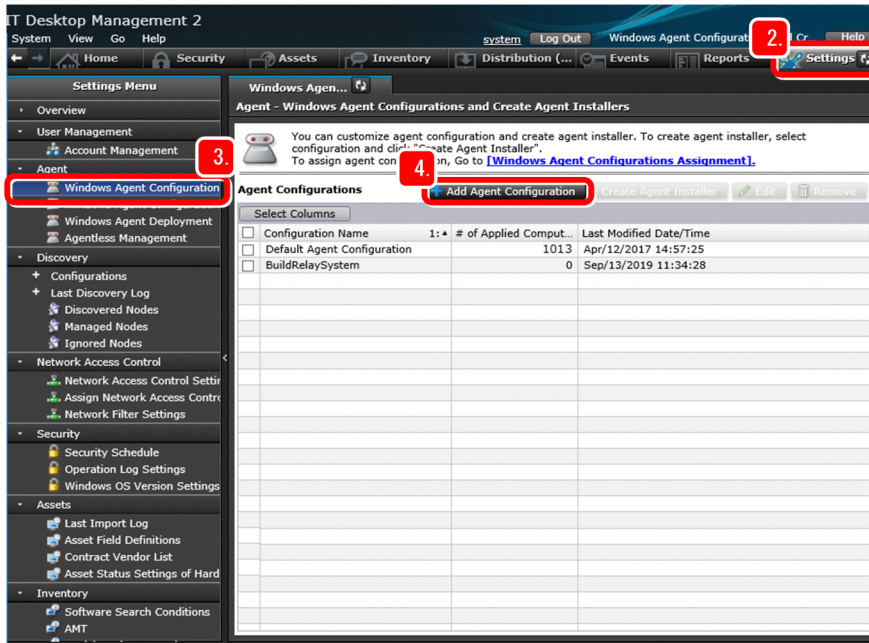
The **Settings** module appears.

3. Select **Agent**, and then **Windows Agent Configurations and Create Agent Installers**.

   The Windows Agent Configurations and Create Agent Installers window appears.

4. Click the **Add Agent Configuration** button.

   The Add Agent Configuration window appears.

5. Enter any name in **Agent Configuration Name**.
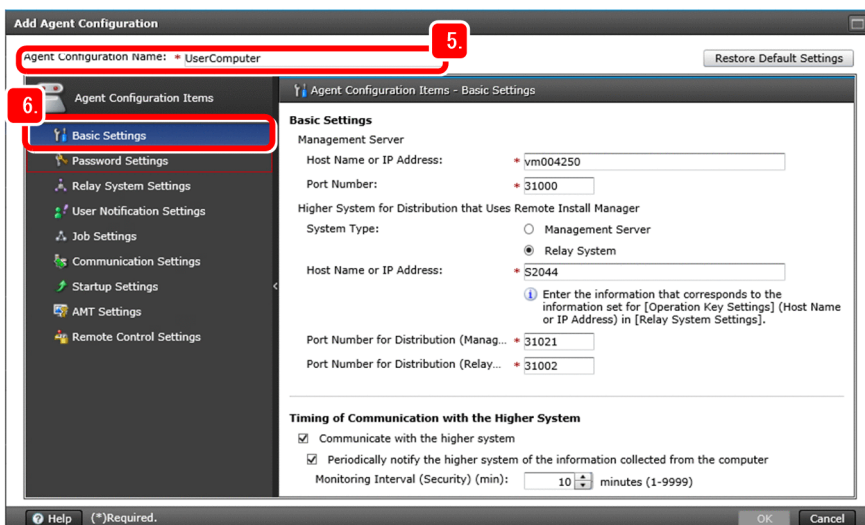


   In this manual, `UserComputer` is entered.

6. Select **Basic settings**.

   The **Basic settings** window appears.

7. In **Management server**, enter the host name of the management server for **Host name or IP address**.
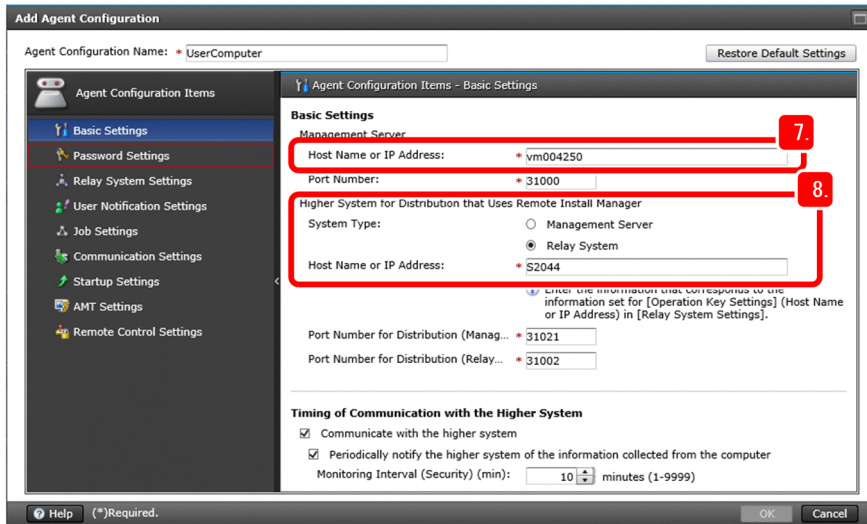
8. In **Higher system that uses Remote Install Manager for distribution**, specify the settings as follows:

For JP1/IT Desktop Management 2 - Manager

> **System type**: Select **Relay system**.
>
> **Host name or IP address**: Enter the host name of a relay system recorded in *1.2.2(1) Building relay systems*.

For JP1/IT Desktop Management 2 - Operations Director

> **System type**: Select **Management server**
>
> **Host name or IP address**: Enter the host name of the management server recorded in *1.2.1(1) Installing JP1/IT Desktop Management 2 - Manager on a server*.

Specify the other items as necessary. If you change port numbers, do so after carefully checking the system configuration and connection settings.

9. Select **Password settings**.
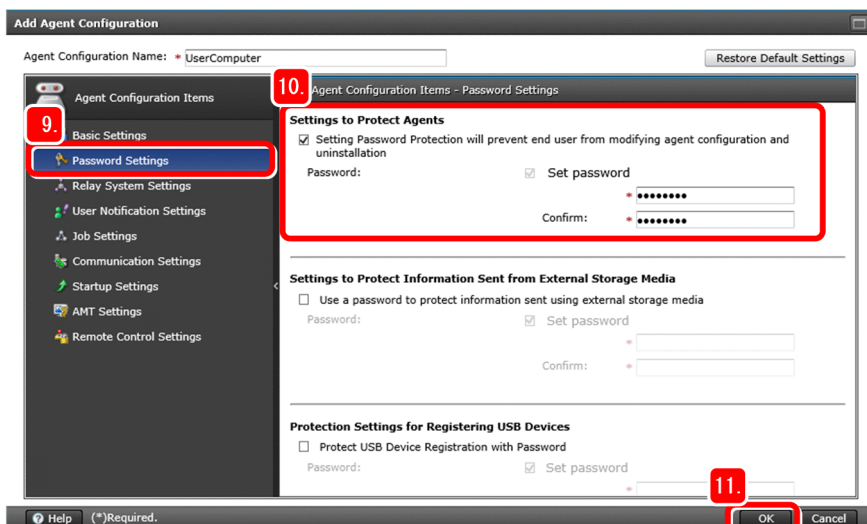


The **Password settings** window appears.

10. In **Settings to protect agents**, set the password.
Select other items as necessary.

11. Click the **OK** button.

The `UserComputer` agent configuration is added to the Windows Agent Configurations and Create Agent Installers window. Perform the following steps to select this configuration.

12. Select the line of the `UserComputer` agent configuration that has been added, and click the **Create Agent Installer** button.
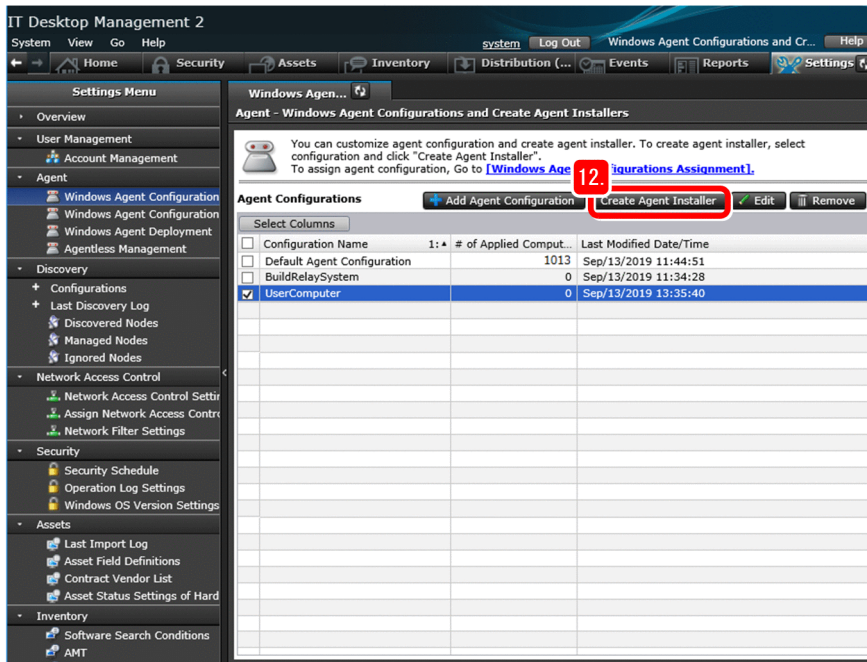


The Create Agent Installer window appears with `UserComputer` selected as the agent configuration.

13. Click the **Create** button.

After the Create Agent Installer dialog box appears, the File Download popup appears.

14. In the File Download popup, click "▼" on the right side of the **Save** button, and select the **Save As**.

The dialog box for selecting the folder in which to save the installation set appears.

15. Check the file name and save destination.

In this manual, the file name is `ITDM2Agt(UserComputer).exe`.

16. Click the **Save** button.

The installation set is saved, and the **Download complete** popup appears.

17. In the Create Agent Installer dialog box, click the **Close** button.

The Create Agent Installer dialog box closes.

18. In the **Download complete** popup, click the **Open Folder** button.

The folder containing the `ITDM2Agt(UserComputer).exe` file opens.

19. Move the `ITDM2Agt(UserComputer).exe` file to a location that is convenient for being downloaded from relay systems (for example, a web site or file server).

Now you have prepared for users to install Agent by themselves. Next, you specify the settings for display of the user information entry window. The information entered from this window allows JP1/IT Desktop Management 2 to recognize the user of each device.

20. Click the **Settings** button.
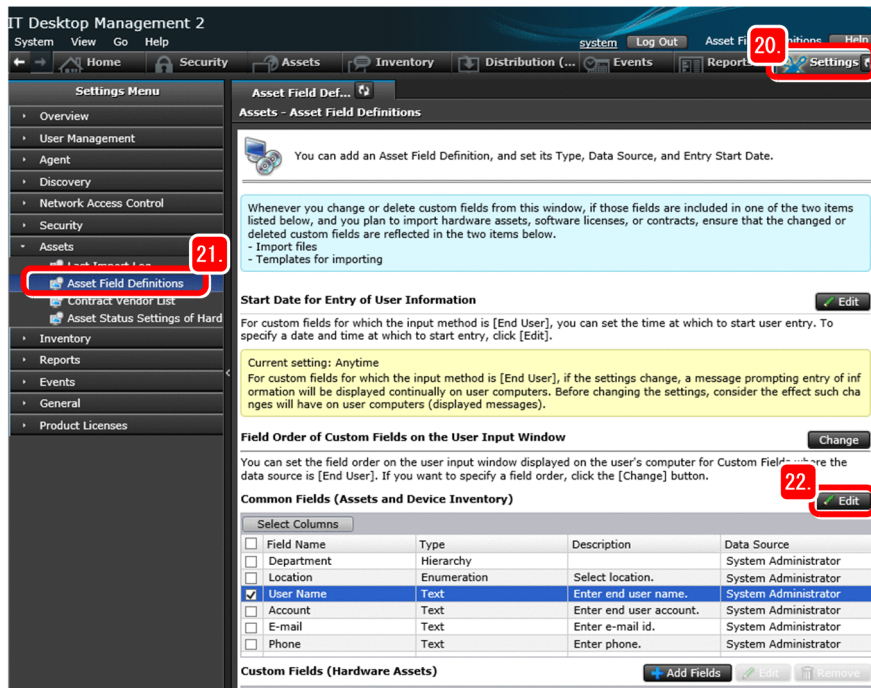
The **Settings** module appears.

21. Select **Assets**, and then **Asset Field Definition**.

The Asset Field Definition window appears.

22. In **Common Fields (Assets and Device Inventory)**, select the **User Name** line, and click the **Edit** button.

The Edit Custom Fields dialog box appears.

23. For **Data Source**, select **End User**.
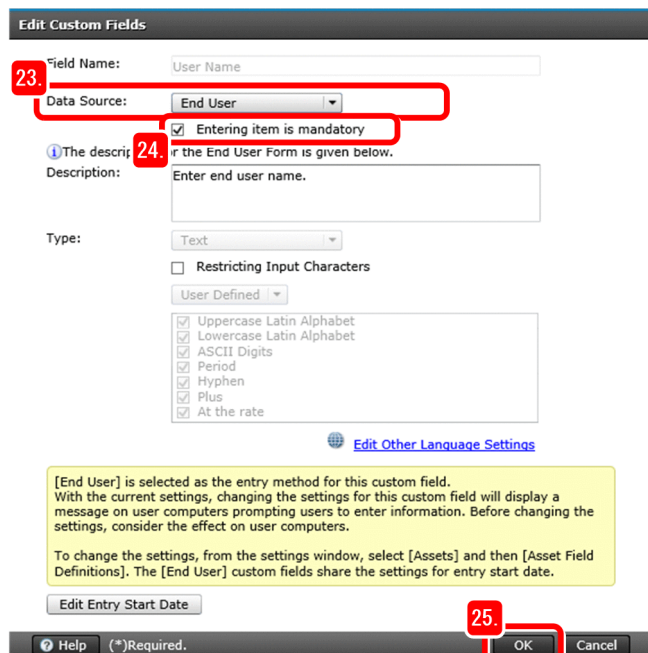
> **💡 Tip**
>
> To display an instruction to the user, enter it in **Description**. If you select the **Restricting Input Characters** check box, you can restrict the characters that the user can enter.

24. Select the **Entering item is mandatory** check box.

    This makes entry of **User Name** mandatory in the user information entry window that is displayed on each user's computer.

25. Click the **OK** button.

    **End User** is displayed as **Data Source** on the **User Name** line, allowing the user to enter a name for **User Name**.

> **📄 Note**
>
> In the same way as you set **User Name**, you can set other items, such as the email address and phone number.
>
> If the administrator has user information as hardware asset information in a CSV file, the information can be updated at one time by importing the file.
>
> For details, see *Importing hardware asset information* in the *JP1/IT Desktop Management 2 Administration Guide*.

**What you do next**

Now you have prepared for users to perform installation on their computers. Next, you instruct users to perform installation on their computers.

# (4) Instructing the users to perform installation on their computers

In this manual, instructions for users to perform installation are given via the representative of their group (section or department).

**Operation procedure**

1. Send the following information to the group representative by email or another means, and request the representative to have the computer users install Agent by themselves:

   • Location in which `ITDM2Agt(UserComputer).exe` is saved

   • Following installation procedure that the users will perform by themselves:

     *Use the following procedure to install the program*:

     | 1 Log on to the computer with the administrator role (for example, as a member of the Administrators group). | 2 Download the installation set. | 3 Double-click the installation set that you downloaded. | 4 Click the **OK** button to close the installation completion window. |
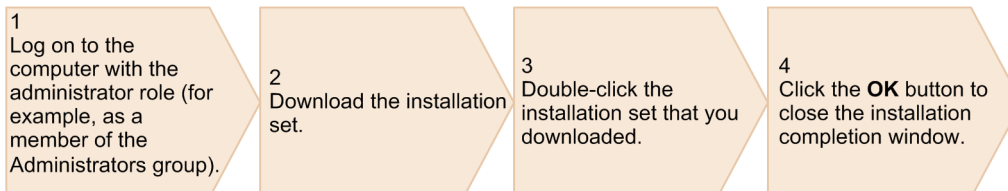
     *When installation finishes, the window for entering user information (such as user name) appears. Fill in the window as instructed. If your computer is vulnerable to threats, a message is displayed. If the message is displayed, take the appropriate action according to the message.*

2. Log in to the JP1/IT Desktop Management 2 operation window, and then click the **Inventory** button.

The **Device** module appears.

3. Select **Device Inventory**, and then **Device List**.

   A list of devices appears. For JP1/IT Desktop Management 2 - Operations Director, you do not need to perform steps 4 to 6. Proceed to step 7.

4. From the Windows **Start** menu, select **All Programs**, **JP1_IT Desktop Management 2 - Manager**, and then **Remote Install Manager**.

   The Login (Remote Install Manager) dialog box appears.

5. Enter the following information:

   - **Management Server**: Host name of the management server recorded in *1.2.1(1) Installing JP1/IT Desktop Management 2 - Manager on a server*

   - **Connection port number**: 31080 (default)

   - **User ID**: system

   - **Password**: New password entered in *1.2.1(4) Log in to the operation window*

6. Click the **OK** button.

   The Remote Install Manager window appears.

7. Check whether the host name of the user's computer is displayed in the following windows:

   For JP1/IT Desktop Management 2 - Manager

   If the user's computer is displayed in both of the following windows, Agent has been installed correctly:

   - **Device List** view in the operation window

   - System Configuration window of Remote Install Manager

   If the user's computer is displayed in neither the operation window nor Remote Install Manager, check the following:

   - Make sure that the host name of the connection-destination relay system can be resolved correctly.

   - Make sure that the agent settings are correct.

   For JP1/IT Desktop Management 2 - Operations Director

   If the user's computer is displayed in the **Device List** view in the operation window, Agent has been installed correctly.

   If the user's computer is not displayed in the operation window, make sure that the agent settings are correct.

   > **📄 Note**
   >
   > There are other ways to distribute Agent to users other than the procedure described in this manual. For details, see the description *Installing the agent* in the *JP1/IT Desktop Management 2 Overview and System Design Guide*.

## What you do next

Now you have completed instructing computer users to install Agent. Computers with Agent installed automatically connect to relay systems to communicate with the management server. On computers that are managed, the JP1/IT Desktop Management 2 operation window is displayed. When agent installation on computers progresses to some extent, proceed to the next stage.

In the next stage, you make sure that JP1/IT Desktop Management 2 - Agent is installed on all target computers by checking the list of devices created by JP1/IT Desktop Management 2 against the device management ledger.

# (5) Confirming installation of JP1/IT Desktop Management 2 - Agent

First, use JP1/IT Desktop Management 2 to create a list of devices on which Agent has been installed. Then, check this list against the device management ledger (that lists the correspondence between devices and users in the organization). If you find computers on which Agent has not been installed, instruct the users of those computers to install Agent.

**Operation procedure**

1. Log in to the JP1/IT Desktop Management 2 operation window.

2. Click the **Inventory** button.
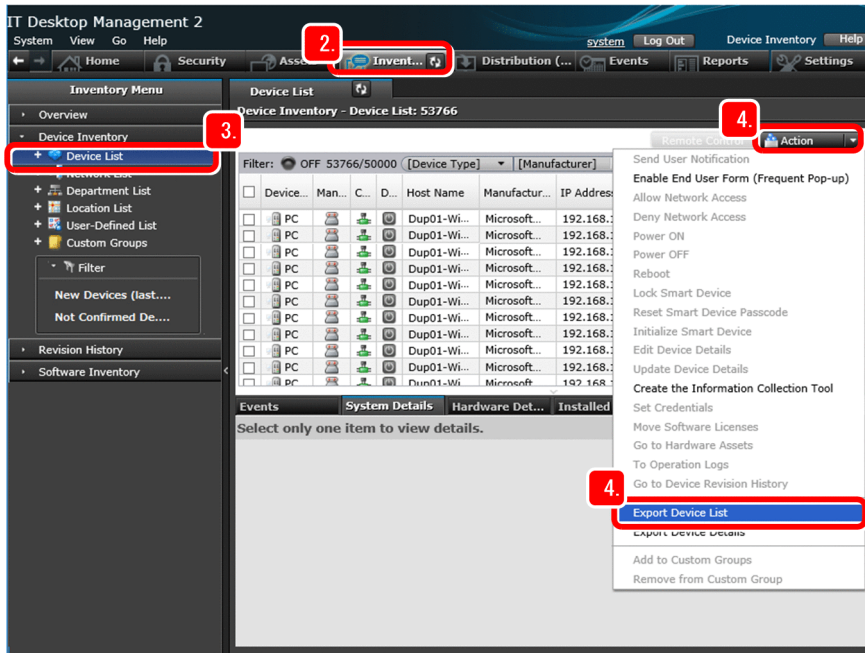


The **Device** module appears.

3. Select **Device Inventory**, and then **Device List**.

   A list of devices appears.

4. Select **Action**, and then **Export Device List**.

   The Select Export Columns dialog box appears.

5. Select the following items:

- **Device Type**
- **Host Name**
- **IP Address**
- **User Name**
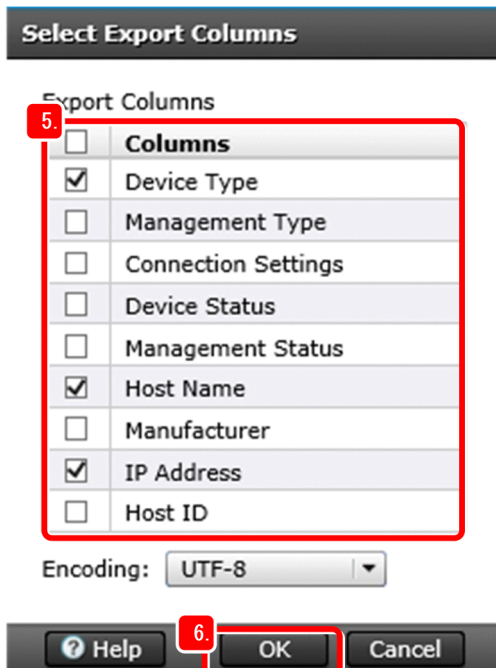- **E-mail**

The selected items are subject to exporting. You can also select other items if necessary.

> 💡 **Tip**
>
> If you want to select only a few items, you can first deselect all items, and then select only the necessary items. To deselect all items, clear the **Columns** check box.

6. Click the **OK** button.

   The Select Export Columns dialog box closes, and then the dialog box for saving the export file (CSV file) appears.

7. Click the **Save** button.

   The dialog box for selecting the save location of the CSV file appears.

8. Select the save destination, and then click the **Save** button.

   The values of the selected items for the managed computers, on which Agent is installed, are saved to a file named `Export_Device_Inventory.csv`.

9. Open the `Export_Device_Inventory.csv` file with Microsoft Excel.

10. Check the device management ledger for user names that are not included in the `Export_Device_Inventory.csv` file.

Device list created by JP1/ITDM2

| IP address | User name | Host name |
|---|---|---|
| 192.168.1.1 | Smith | sales01 |
| 192.168.1.2 | Johnson | develop02 |
| 192.168.1.3 | Williams | account03 |

Device management ledger

| Asset No. | User name | IP address | Host name |
|---|---|---|---|
| N01231 | Smith | 192.168.1.1 | sales01 |
| N01232 | Johnson | 192.168.1.2 | develop02 |
| N01233 | Williams | 192.168.1.3 | account03 |
| N01234 | Brown | 192.168.1.4 | general04 |
| N01235 | Jones | 192.168.1.5 | admin05 |

Using the above procedure, you can identify the users of computers on which Agent has not been installed.

11. Create a list of identified users, and send the list to the group representative.

Request the representative again to have those users install Agent on their computers.

## What you do next

Now you have confirmed that JP1/IT Desktop Management 2 - Agent has been installed on all computers. In the next chapter, you use JP1/IT Desktop Management 2 to understand security status, and learn about how to take security measures.

# 2

## Task 1: Understand the Security Status and Take Security Measures

In this chapter, you use JP1/IT Desktop Management 2 to understand the security status. This manual describes how to implement anti-virus measures and how to enforce anti-virus measures by using Windows security updates. For other security measures, we recommend that you advance them according to report results as in *2.4 Cycle for guaranteeing the basic security level*.
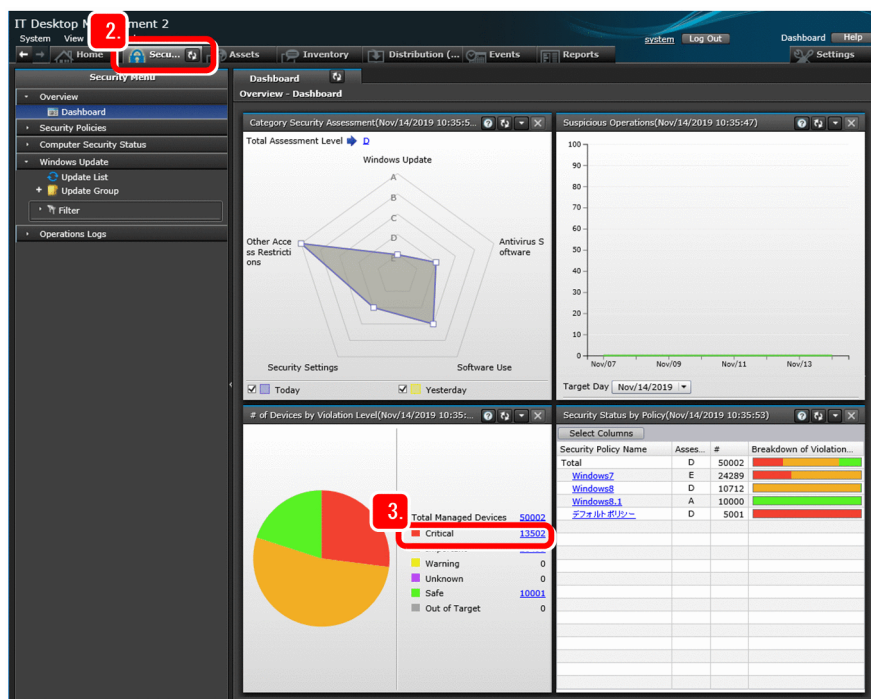
# 2.1 Understanding the current security status

## 2.1.1 Understanding the current status

This manual describes how to get an understanding of the current status in order to guarantee the basic security level.

**Operation procedure**

1. Log in to the JP1/IT Desktop Management 2 operation window.

2. Click the **Security** button.



The Dashboard window appears.

3. On the **# of Devices by Violation Level** page, focus on **Critical**.

   You can check the quantity and percentage of computers whose violation level is judged *Critical*.

   > 📄 **Note**
   >
   > The *violation level* is an index of severity in security used by JP1/IT Desktop Management 2. JP1/IT Desktop Management 2 automatically judges the violation level based on the default policy.

**What you do next**

Now you have understood the current status of security management. If the violation level of a computer has been judged *Critical*, take appropriate security measures.

# 2.2 Advancing virus protection measures

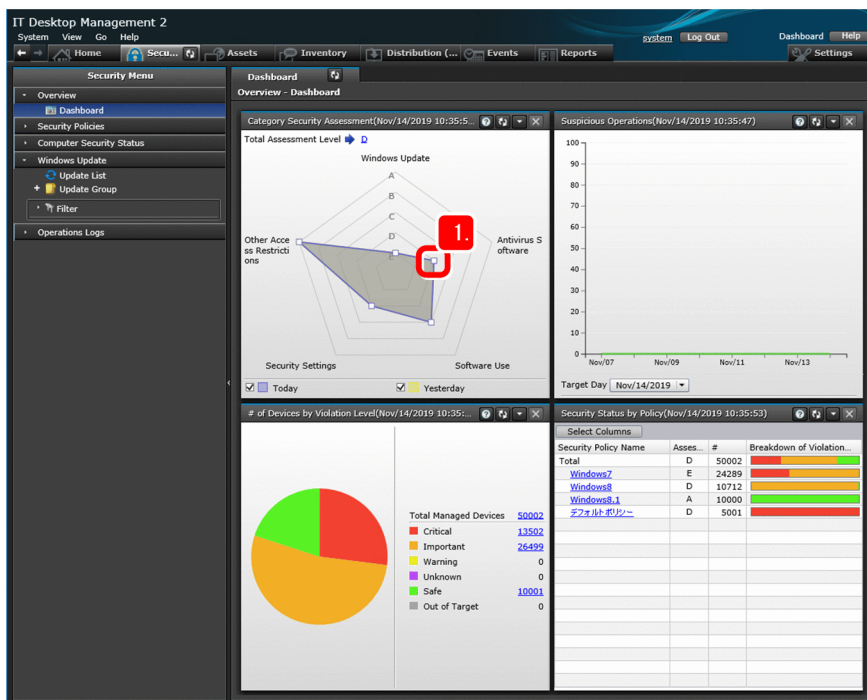## 2.2.1 Instructing users to install an anti-virus product

Check the installation status of an anti-virus product, and if you find computers on which no anti-virus product is installed, instruct the users of those computers to install an anti-virus product.

## (1) Checking the installation status of an anti-virus product

Find computers on which no anti-virus product is installed, and then create a device list of those computers.

### Operation procedure

1. In the radar chart displayed on the **Category Security Assessment** page, click the point titled *Anti-virus Software*.



The status of anti-virus products is displayed.

2. Focus on the item **Installation**.
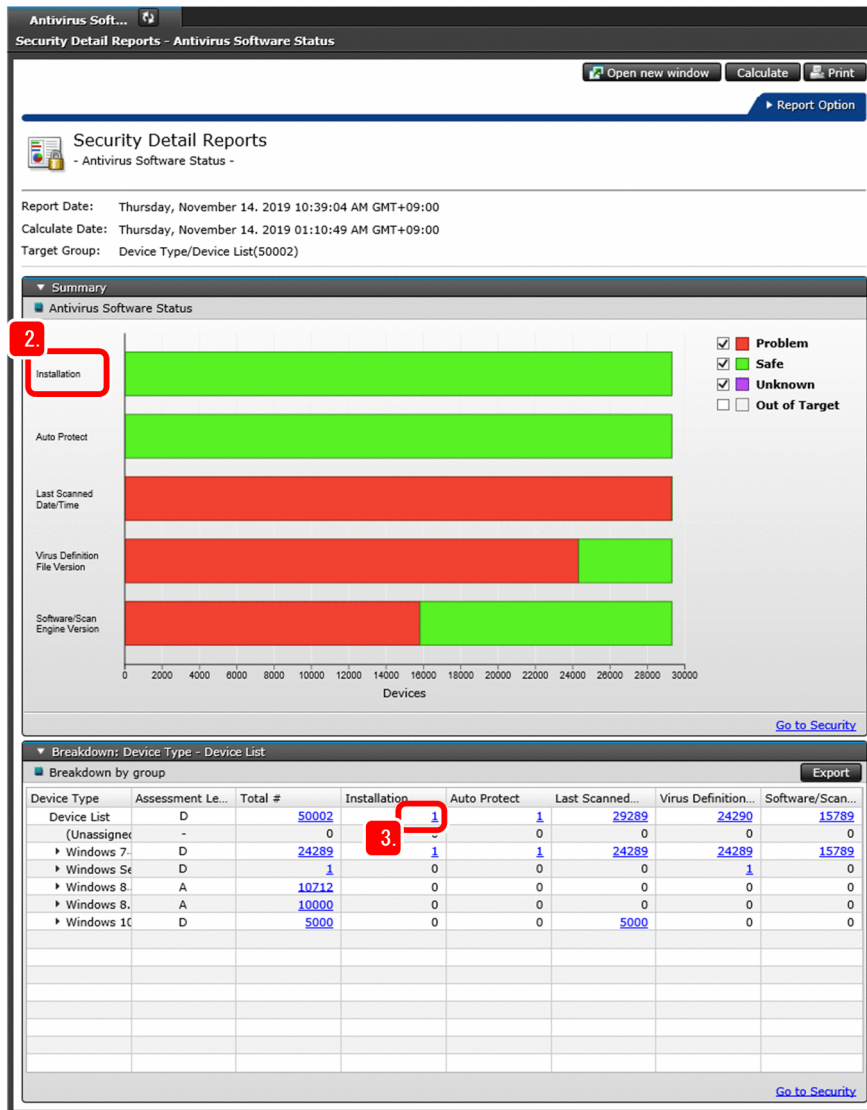
You can check the installation status of anti-virus products.

3. On the **Device List** line, click the value displayed in the **Installation** column.

   A list of computers on which no anti-virus product is installed is displayed.

4. Select **Action**, and then **Export Device List**.
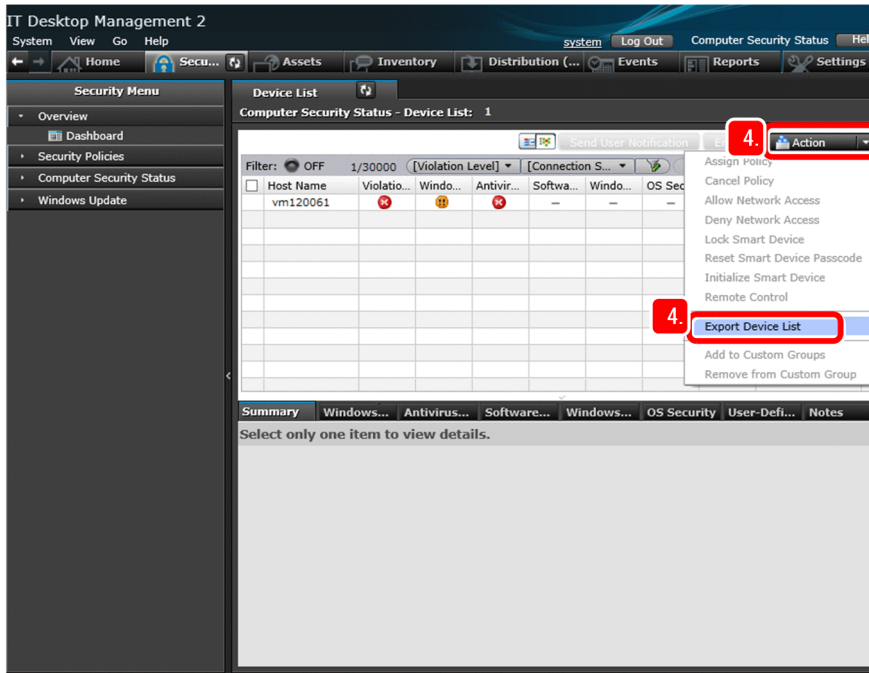
The Select Export Columns dialog box appears.

5. Select the items listed below.

The selected items are subject to exporting.

- **Host Name**
- **IP Address**
- **Device Type**
- **User Name**
- **E-mail**



You can also select other items if necessary.

> **💡 Tip**
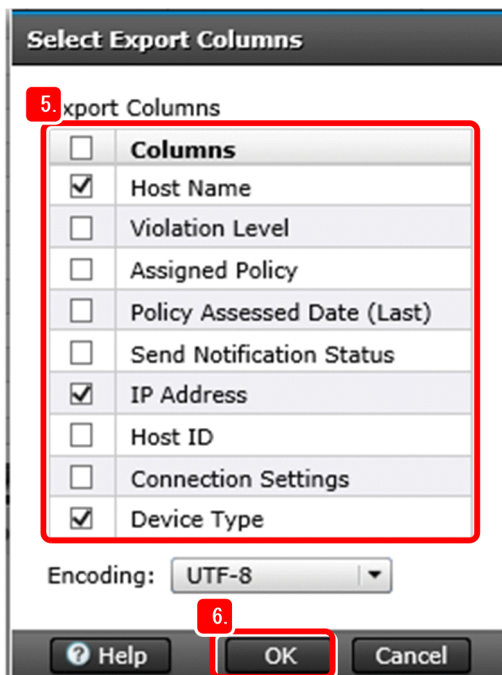>
> If you want to export only a few items, clear the **Columns** check box (to deselect all items), and then select only the necessary items.

6. Click the **OK** button.

The Select Export Columns dialog box closes, and then the dialog box for saving the export file (CSV file) appears.

7. Click the **Save** button.

The dialog box for selecting the save location of the CSV file appears.

8. Select the save destination, and then click the **Save** button.

The values of the selected items for the computers on which no anti-virus product is installed are saved to a file named `Export_Device_List.csv`.

**What you do next**

Now you have checked the installation status of anti-virus products. Next, you instruct users to install anti-virus products.

## (2) Instructing computer users to install an anti-virus product

Send a list of the computers on which no anti-virus product is installed to the group representative.

**Operation procedure**

1. Send the `Export_Device_List.csv` file to the group representative.

Request the representative to have the users of the relevant computers install an anti-virus product.

> **💡 Tip**
>
> You can use JP1/IT Desktop Management 2 to install an anti-virus product on computers on which Agent is installed, in the same way as described in *3. Task 2: Distribute Files*. For details, see the description *Distributing Software* in the *JP1/IT Desktop Management 2 Distribution Function Administration Guide*.

**What you do next**

Now you have instructed users to install an anti-virus product. Next, you display a message on computers that require an anti-virus solution to instruct the users of those computers to take measures.

## 2.2.2 Instructing users to take virus protection measures

Display a message on computers that require an anti-virus solution to prompt the users of those computers to take measures.
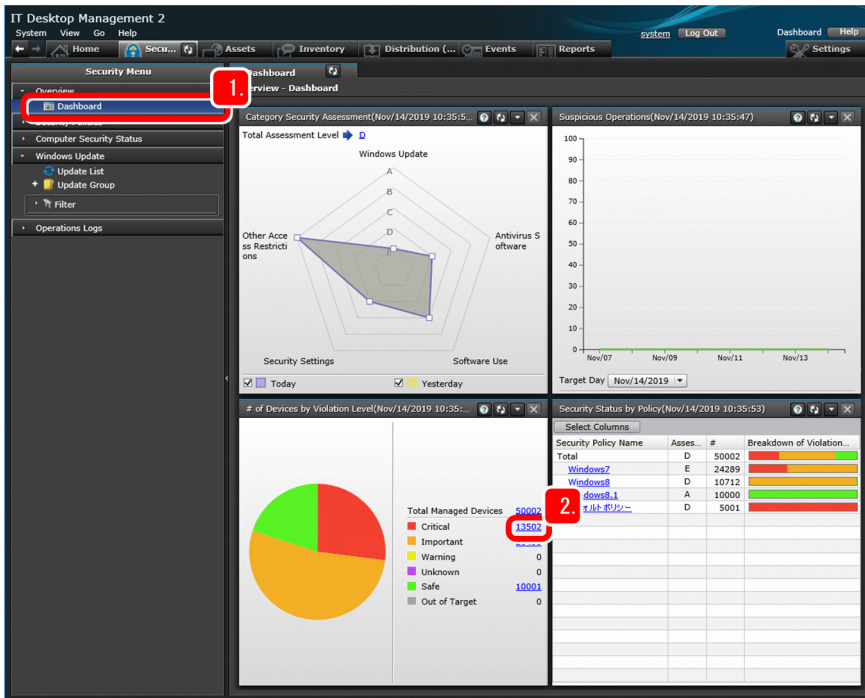
## (1) Displaying a message on computers in Critical status

Specify the settings to display a message on computers that are judged *Critical* by JP1/IT Desktop Management 2.

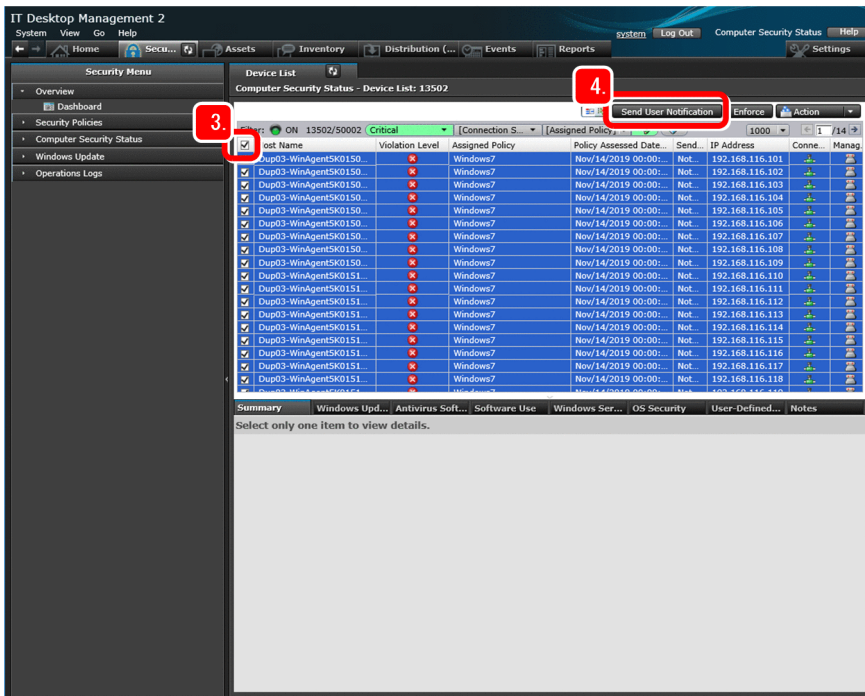## Operation procedure

1. Under **Overview**, click **Dashboard**.



The Dashboard window appears.

2. On the **# of Devices by Violation Level** page, click the value of **Critical**.

The information about the computers in Critical status is displayed.

3. Select the check box at the top of the list.



All computers judged *Critical* are selected.

4. Click the **Send User Notification** button.

The Send User Notification dialog box appears.

5. Enter your notification content in **Title** and **Message**.



> **Tip**
>
> We recommend that you specify, in the notification message, how to implement anti-virus measures and the date by which the anti-virus measures must be implemented. The following is an example:
>
> **Title**: Request for taking virus protection measures
>
> **Message**: Implement anti-virus measures by *MM/DD*, by performing the following procedure: ...

6. Click the **OK** button.

The strings entered in **Title** and **Message** are set to be used as a warning message displayed in the dialog box for confirming message notification.

7. Click the **OK** button.

A message is sent to the relevant users.

> **Note**
>
> The security policy settings can be specified to automatically send a message to the computers that are judged *Critical*. For details, see the description *Sending a notification to a user* in the *JP1/IT Desktop Management 2 Administration Guide*.

### What you do next

Now you have prepared for displaying a message on *Critical* computers. Next, you check whether virus protection measures have been taken.

## (2) Checking whether virus protection measures have been taken

Check the following items of information by using the same procedure that is described in *2.2.1(1) Checking the installation status of an anti-virus product*:

- Whether automatic protection (memory-resident mode) is enabled

- Last date and time that a virus scan was run

- Virus definition file version

- Anti-virus product version and virus detection engine version

**Operation procedure**

1. Check the virus protection status by using the same procedure that is described in *2.2.1(1) Checking the installation status of an anti-virus product*.

> 💡 **Tip**
>
> After you have instructed computer users to take virus protection measures, check whether the measures have been taken properly as described below. This will enable thorough virus protection.
>
> - Use the **Security** module or **Reports** module to confirm that the number of computers in *Critical* status has decreased.
>
> - After a certain period has passed since you instructed users to take virus protection measures, if the users of those computers have still not taken virus protection measures, warn and re-instruct the users of those computers.

**What you do next**

Now you have completed instructing computer users to take virus protection measures. Next, you promote virus protection with Windows security updates.

# 2.3 Promoting virus protection with Windows security updates

## 2.3.1 Downloading the latest security updates from the support service site

Specify the settings to automatically determine whether the security updates applied on the computer are up-to-date. The default policy is used for that determination. If support services are subscribed, the latest update information that is necessary for determination can be automatically downloaded from the support service site.

This subsection describes how to download the latest security updates from the support service site.

If support services are not subscribed:

> If support services are not subscribed, the latest update information can be set manually. If you set that information manually, skip the operation procedure in this subsection. For details, see *Manually registering and distributing an update* in the *JP1/IT Desktop Management 2 Administration Guide*.

**Operation procedure**

1. Click the **Settings** button.

   The **Settings** module appears.
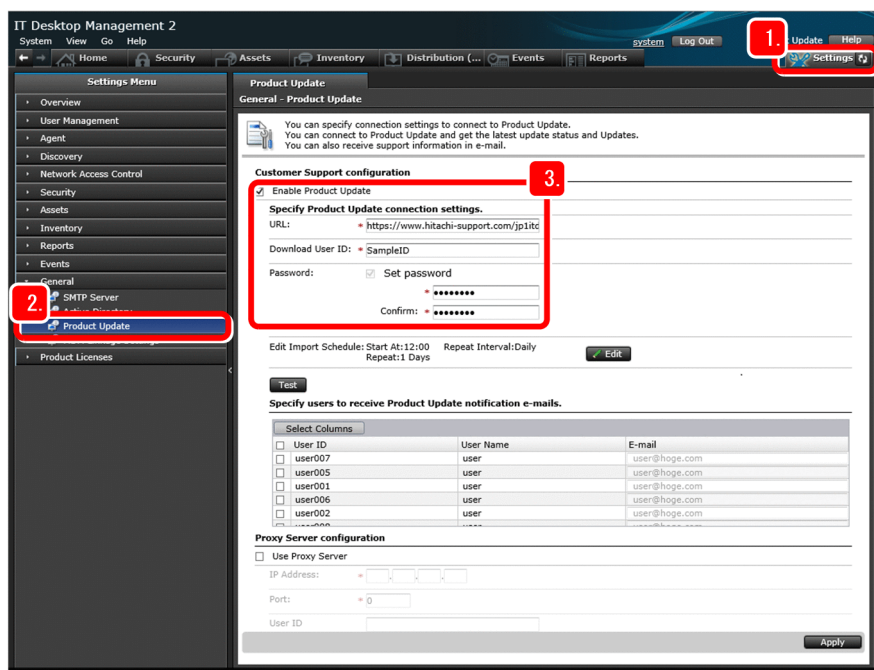


2. Select **General,** and then **Product Update**.

   The Product Update window appears.

3. Select the **Enable Product Update** check box, and then enter the following support service information:

   - **URL**
   - **Download User ID**
   - **Password**
   - **Retype Password**

If you do not know what to enter, contact the support service.

> 📄 **Note**
>
> You can change the time at which to connect to the support service. To change the time, in the Product Update window, click the **Edit** button in **Edit Import Schedule**.

To connect to the support service via the proxy server

In the Product Update window, select the **Proxy Server configuration** check box at the bottom of the window, and then enter the following information necessary for connecting to the proxy server:

- **IP Address**

- **Port**

- **User ID**: User ID used to connect to the proxy server

- **Password**: Password for the entered user ID

- **Retype Password**: Same string that was entered for **Password**

4. Click the **Test** button to check whether you can connect to the support service.

The test result is displayed on the message bar at the bottom of the window. If connection fails, take action as indicated in the message that appears, and then click the **Test** button again.



5. Click the **Apply** button.

The entered information is applied to the environment.

Note that there is a difference between the time that the update information on the support service site is updated and the time that Microsoft releases new security updates. This is because a release of new security updates always precedes the updating on the support service site.

## What you do next

Now you are able to download the latest security updates from the support service site. Next, you enable Windows Automatic Updates.

# 2.3.2 Enabling Windows Automatic Updates

To keep Windows security updates up-to-date, enable Windows Automatic Updates. This subsection describes how to take action on a computer on which the Windows Automatic Updates service is disabled.

**Operation procedure**

1. Click the **Security** button.

   The **Security** module appears.
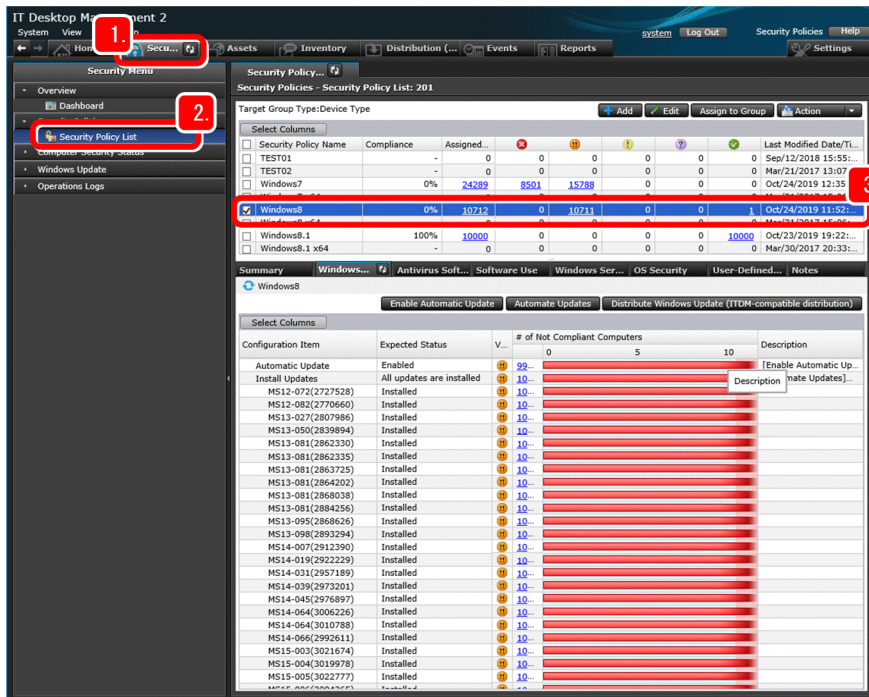


2. Select **Security Policies**, and then **Security Policy List**.

   A list of security policies appears.

3. Select **Default Policy**.

   The default policy settings are displayed on the **Summary** tab.

4. Click the **Windows Update** tab.

   The settings related to security updates are displayed.

5. Select **Automatic Update** line, and then click the **Enable Automatic Update** button.

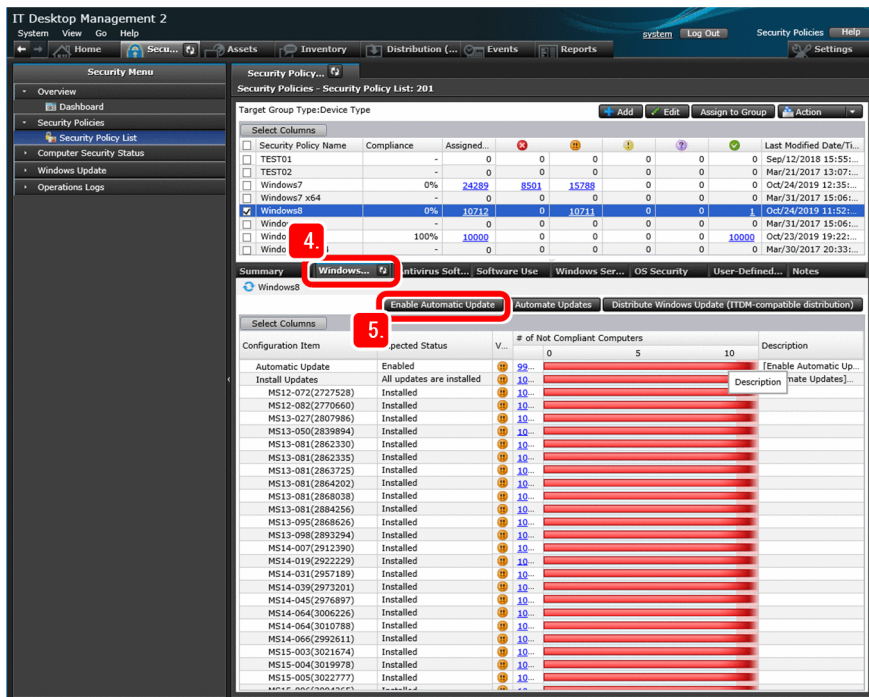The Execute Security Countermeasure dialog box appears. Note that this button will be unavailable if Automatic Windows Update is already enabled for all devices to which the security policy applies.

6. Click the **OK** button.

The Windows Automatic Updates service is enabled if it is not properly set on the computer.

> 📄 **Note**
>
> You can also enable Windows Automatic Updates by the security policy settings. For details, see the description *General procedure for automatically distributing updates* in the *JP1/IT Desktop Management 2 Administration Guide*.

## What you do next

Now you have completed the settings for protection with Windows security updates. Next, learn the security management cycle based on the workflow described previously in this manual.

# 2.4 Cycle for guaranteeing the basic security level

## 2.4.1 Understanding the cycle for guaranteeing the basic security level

The following figure shows the cycle for guaranteeing the basic security level.
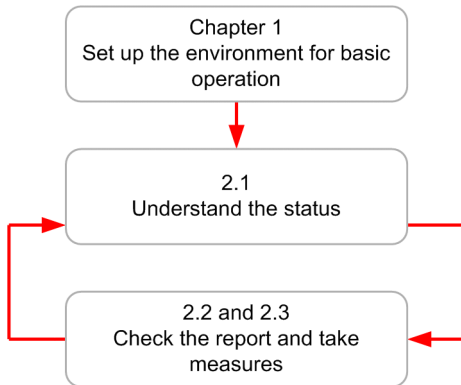


This manual describes, based on the above cycle, how to *set up the environment for basic operation*, *understand the status*, and then *check the report and implement measures*. This subsection provides an example of how to check the report and take measures by using the **Timeframe Diagnosis** report.

**Operation procedure**

1. Click the **Reports** button.
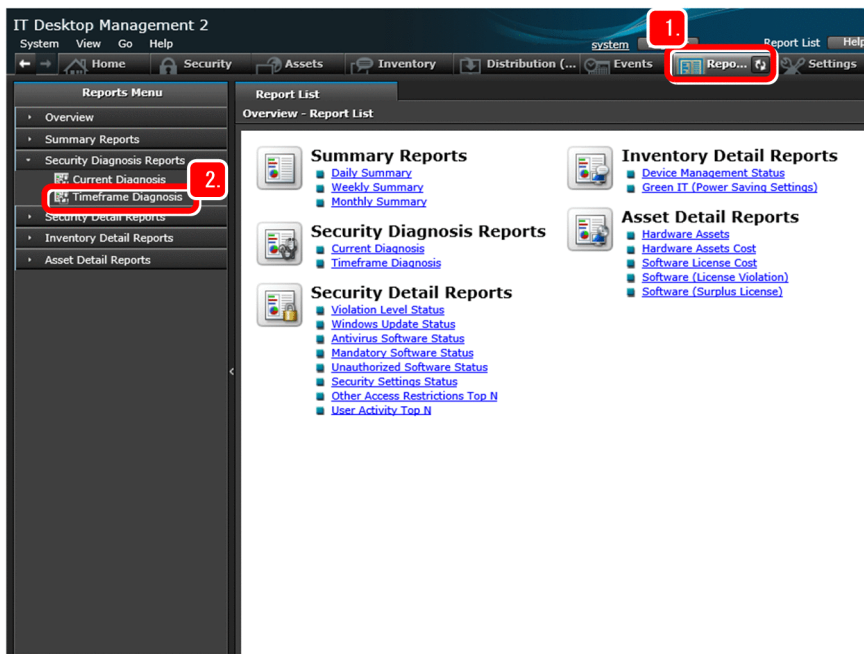


   The **Reports** module appears.

2. Select **Security Diagnosis Reports**, and then **Timeframe Diagnosis**.
   This week's security diagnostic report is displayed.

3. According to the information displayed in **Total Security Assessment** and **Category Assessment Status**, take measures as follows:

- Compare the **Total Security Assessment** value with the value of the previous week

  If the value has increased: Correct weak points to improve the security level.

  If the value has decreased: Check the degraded category, find the cause of degradation, and take measures promptly.

  If the value has not changed: Review and improve the current security measures

- Check **Category Assessment Status**

  If a bias exists: Reinforce the weak points.

  If a bias does not exist: Raise the overall security level.
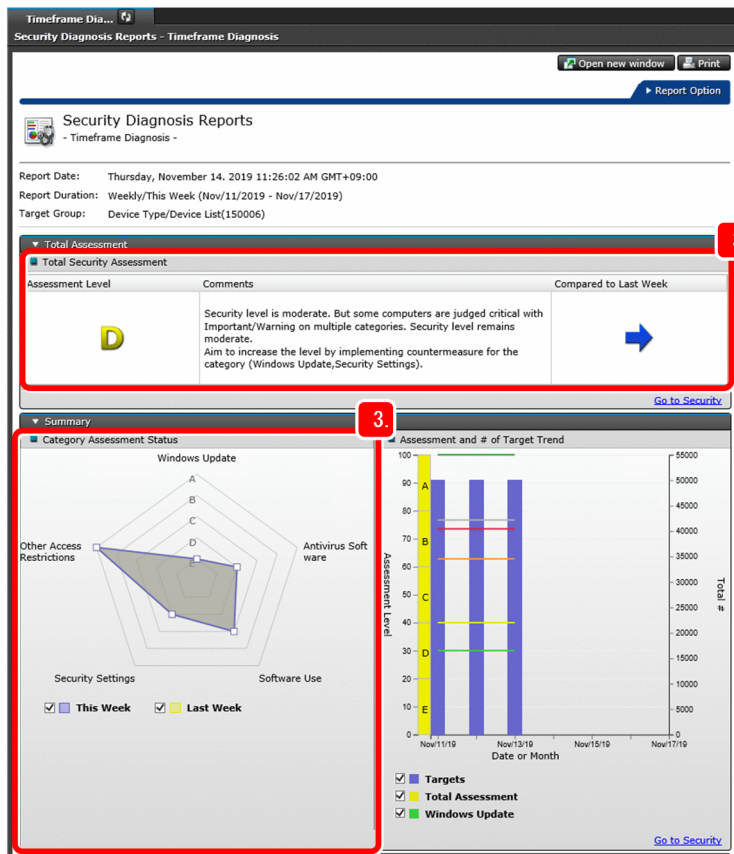


---

💡 **Tip**

After you have instructed computer users to take virus protection measures, check whether the measures have been taken properly, as described below. This will enable thorough virus protection.

- Use the **Security** module or **Reports** module to confirm that the number of computers in *Critical* status has decreased.

- After a certain period has passed since you instructed users to take virus protection measures, if there are still computers on which virus protection measures have not been taken, warn and re-instruct the users of those computers.

---

📄 **Note**

Some security measures can be automatically taken by changing the security policy settings. Individual computer users do not need to manually specify settings for the security measures that are

automatically taken. For details, see the description *Countermeasures for security policy violations* in the *JP1/IT Desktop Management 2 Overview and System Design Guide*.

**What you do next**

Now you can continue basic operations for security management. To distribute files to user computers, proceed to *3. Task 2: Distribute Files*. If you do not need to distribute files or if you are using JP1/IT Desktop Management 2 - Operations Director, see *Appendixes*.

# 3

# Task 2: Distribute Files

Use JP1/IT Desktop Management 2 to distribute files. The functions used in this chapter are not supported by JP1/IT Desktop Management 2 - Operations Director. If you want to use JP1/IT Desktop Management 2 - Operations Director to distribute files, use the ITDM-compatible distribution function. For details, see the description *ITDM-compatible distribution* in the *JP1/IT Desktop Management 2 Overview and System Design Guide*.
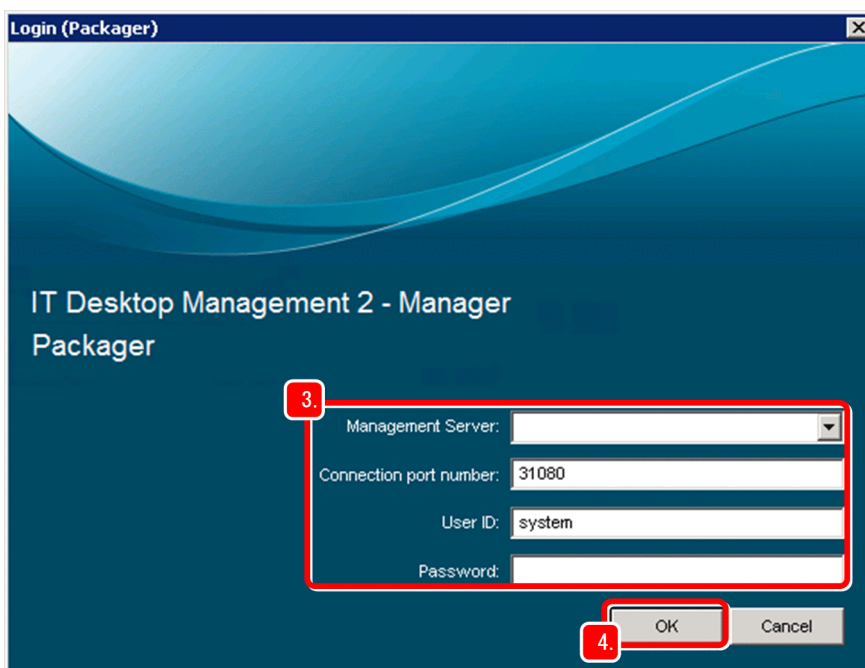
# 3.1 Preparation for distribution

## 3.1.1 Packaging

Before you can distribute necessary files within your organization, you need to select the programs to be distributed to create packages. This manual describes how to package Adobe Flash Player, assuming that your organization requires Adobe Flash Player.

**Operation procedure**

1. Save the Adobe Flash Player program in any location on the administrator's computer.

2. From the Windows **Start** menu, select **JP1_IT Desktop Management 2 - Agent**, and then **Packager**.
   The Login (packager) dialog box appears.

3. Enter the following information:



- **Management server**: Host name of the management server recorded in *1.2.1(1) Installing JP1/IT Desktop Management 2 - Manager on a server*

- **Connection acceptance port number**: 31080 (default)

- **User ID**: system

- **Password**: New password entered in *1.2.1(4) Log in to the operation window*

4. Click the **OK** button.
   The JP1/ITDM2 Packager window appears.

   > 📄 **Note**
   >
   > To change the display mode of the JP1/ITDM2 Packager window, from **Window**, select **Cascade** or **Tile**. The subwindows in the window are displayed in the selected mode.

5. Select the Adobe Flash Player program that you saved.
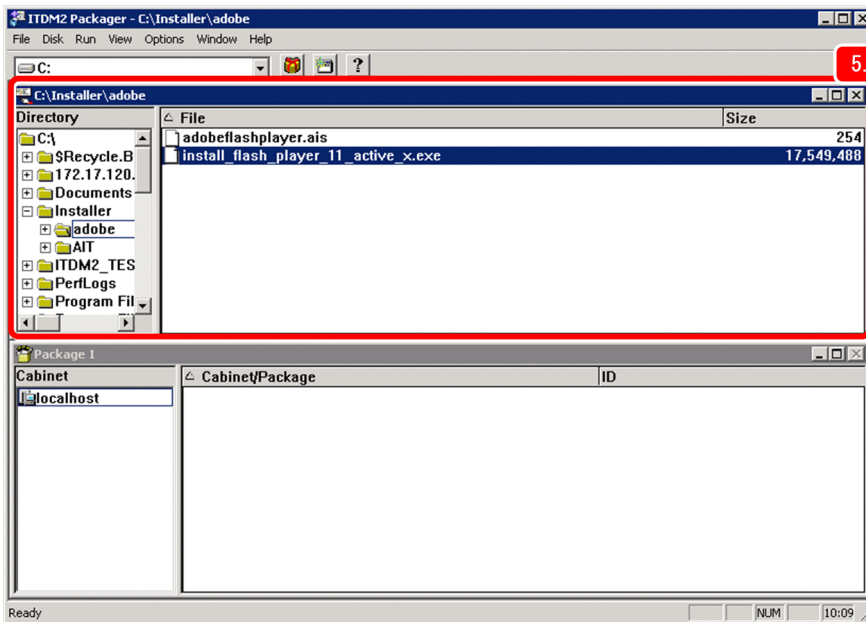


6. Select **Run**, and then **Packaging**.

The JP1/ITDM2 Packaging dialog box appears.
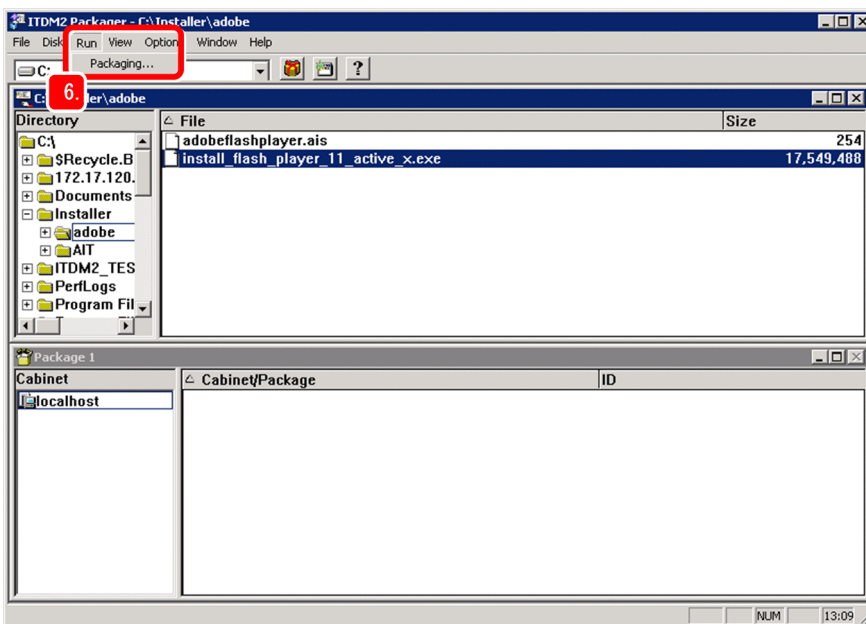


7. In the JP1/ITDM2 Packaging dialog box, on the **Packaging Information** page, set the packaging information.

In this manual, the following information is entered:

- **Package name**: `Flash Install`
- **Package ID**: `FLASH_PLAYER`
- **Version/revision**: `0011`
- **Cabinet name**: `OAsoft`
- **Cabinet ID**: `01`

For **Package type**, `User programs and data` is automatically selected.

8. On the **System Conditions** page, in **Installation target directory**, set the distribution destination path.
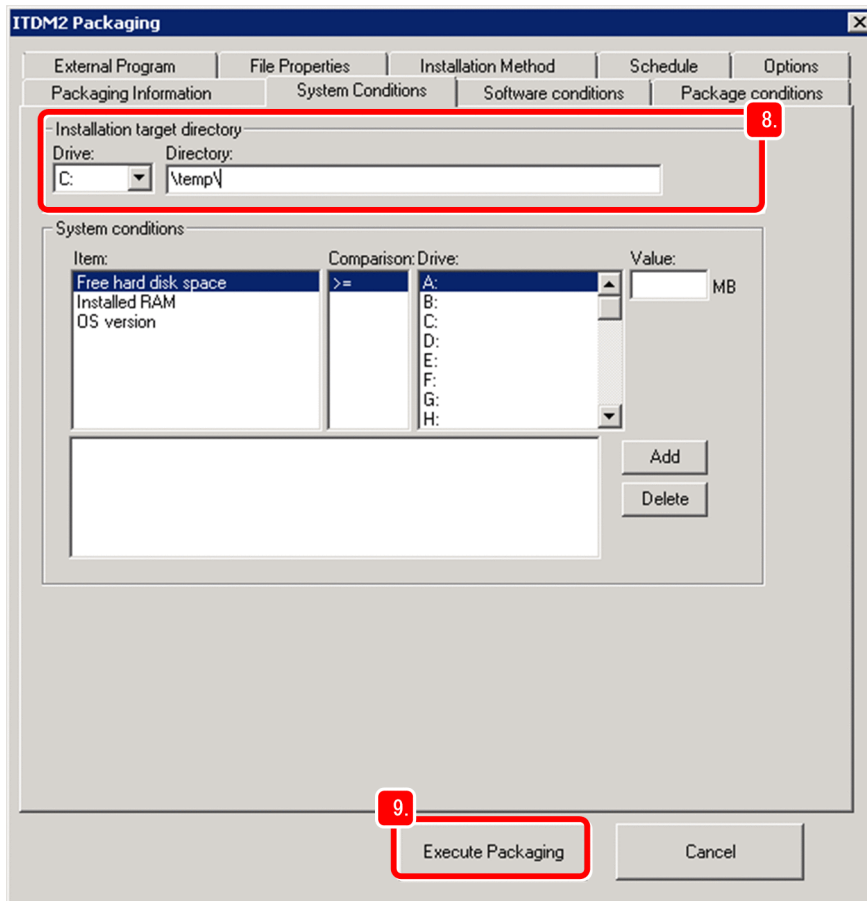
In this manual, the following is specified:

- **Drive**: C`:`

- **Directory**: `\temp\`

You can also specify other items if necessary.

9. Click the **Execute Packaging** button.

   Packaging starts. When packaging is completed, the dialog indicating completion appears.

10. Click the **OK** button.

## What you do next

Now you have created a package, you are ready to perform file distribution.

# 3.2 Distributing a necessary file to the users' computers

## 3.2.1 Creating and executing a distribution job

Create a job that distributes the package you created to the users' computers. When this job is executed, the necessary file is distributed to the users' computers.

**Operation procedure**

1. On the administrator's computer, from the Windows **Start** menu, select **All Programs**, **JP1_IT Desktop Management 2 - Manager**, and then **Remote Install Manager**.

   The Login (Remote Install Manager) dialog box appears.

2. Enter the following information:

   - **Management Server**: Host name of the management server recorded in *1.2.1(1) Installing JP1/IT Desktop Management 2 - Manager on a server*

   - **Connection port number**: 31080 (default)

   - **User ID**: system

   - **Password**: New password entered in *1.2.1(4) Log in to the operation window*

3. In the **Package** window, select the package that you created in *3.1.1 Packaging*.
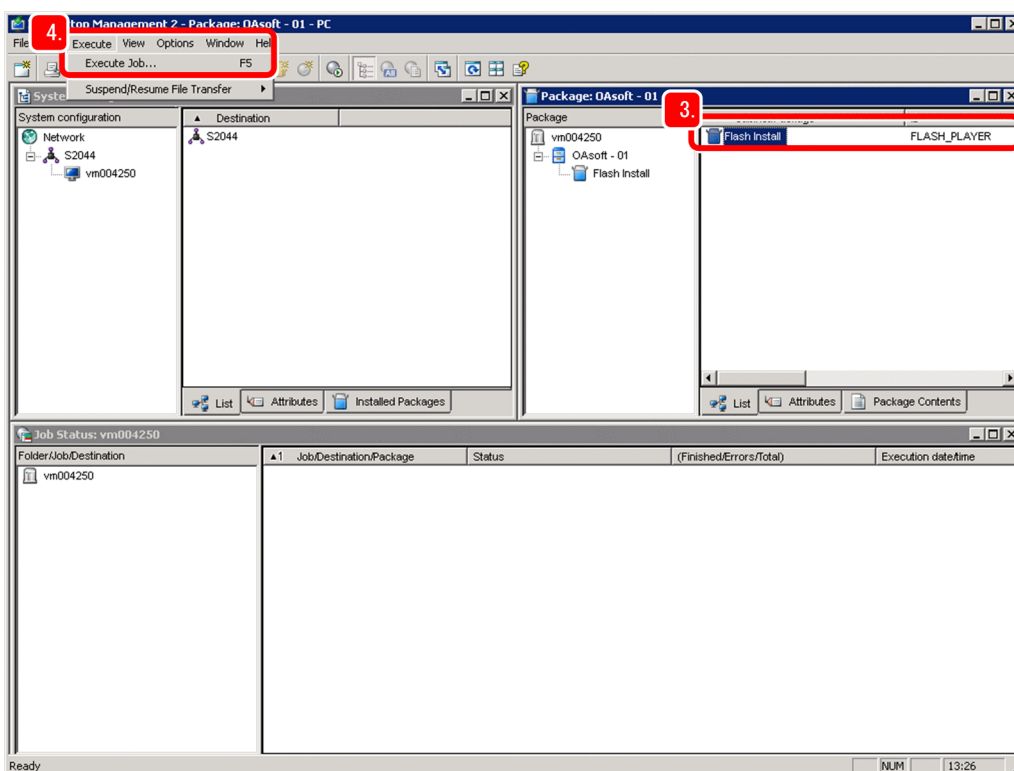


4. Select **Execute**, and then **Execute Job**.

   The Define New Job dialog box appears.

5. Select **Install package**, and then click the **OK** button.
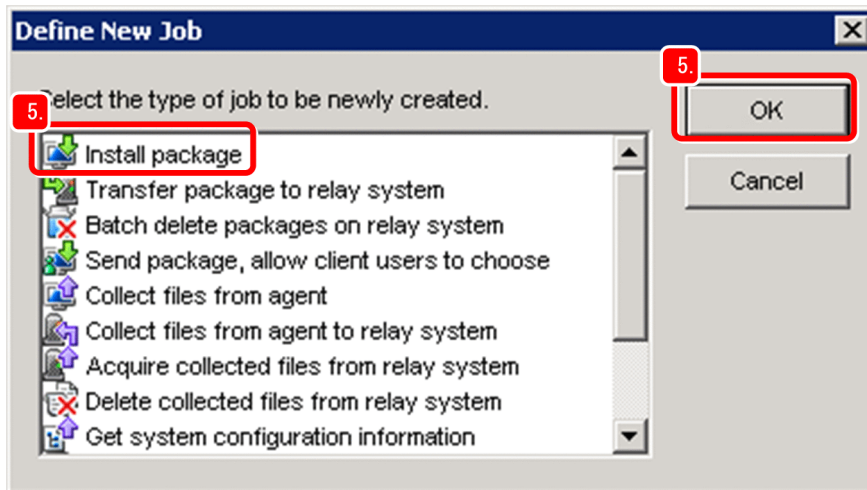
The Create Job dialog box appears.

6. Select the **Destination** tab, and then click the **Add** button.


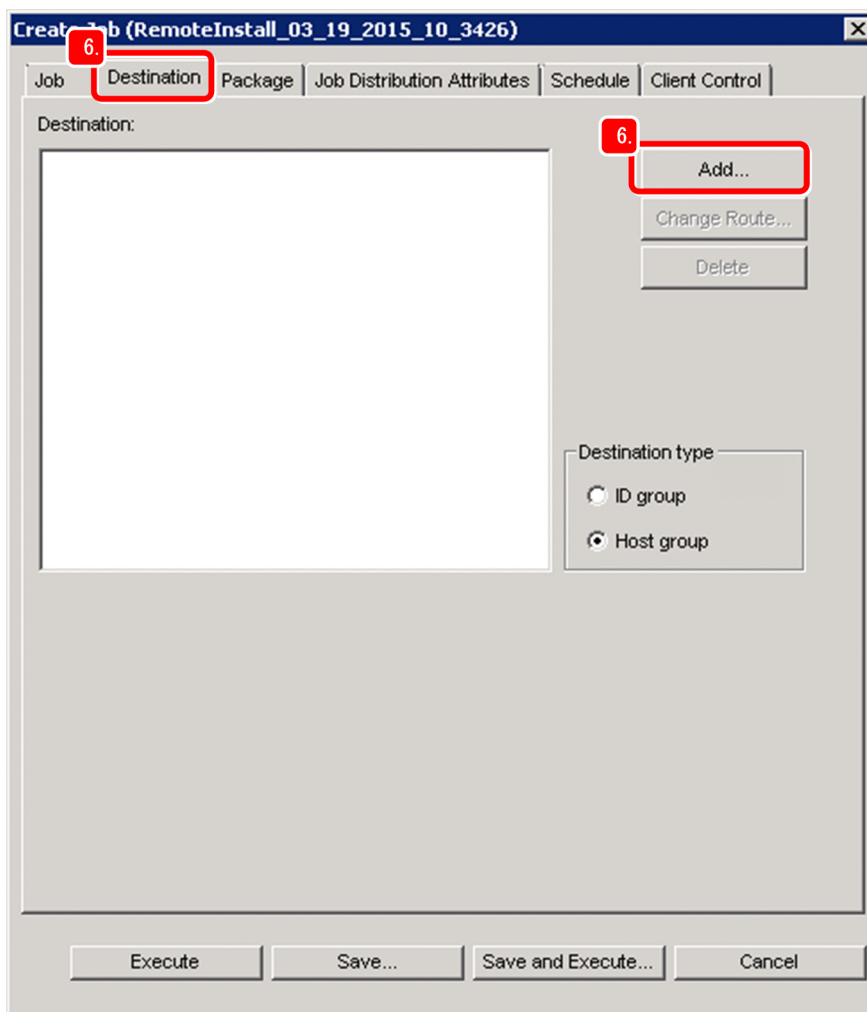
The Add Destination dialog box appears.

7. For **From**, select **System Configuration**.
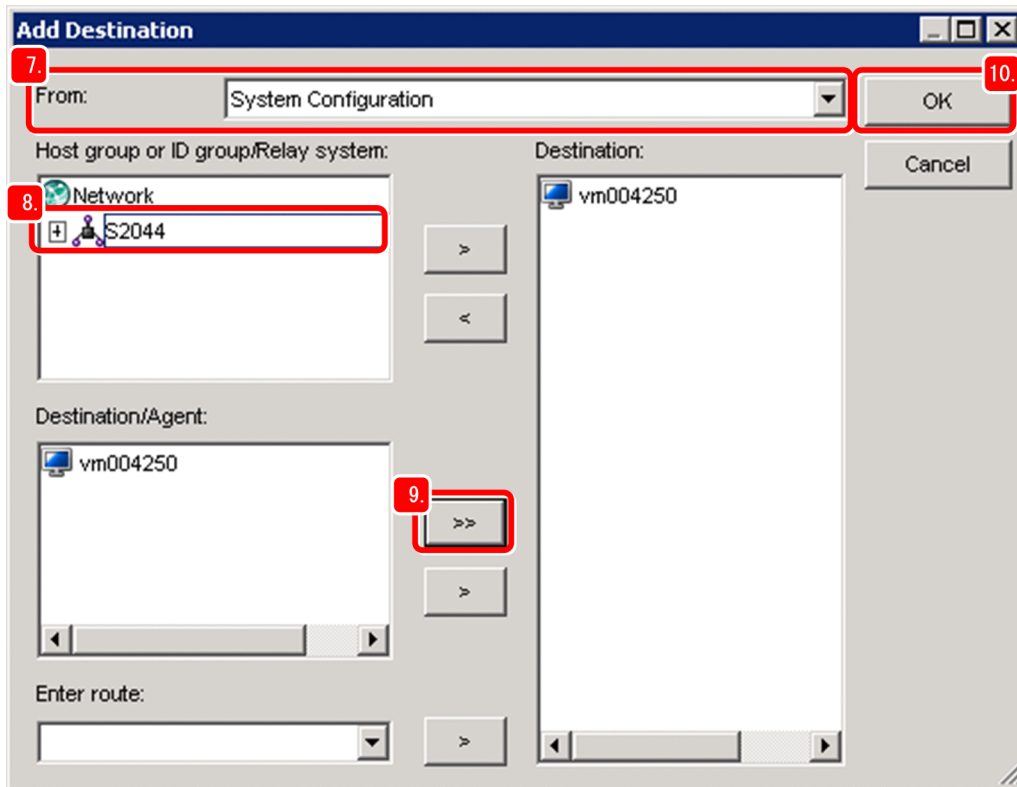
The host names of the relay systems that have been built are displayed.

8. In the **Host group or ID group/Relay system** box, click a relay system host name.

   The devices belonging to the relay system you clicked are displayed in the **Destination/Agent** box. Note that only the devices on which JP1/IT Desktop Management 2 - Agent is installed are displayed.

9. Click the **>>** button.

   All devices on which JP1/IT Desktop Management 2 - Agent is installed are added to the **Destination** box.

10. Click the **OK** button.

    The Add Destination dialog box closes, and then the distribution destinations are set on the **Destination** page.

11. Select the **Package** tab, and confirm that the package to be distributed is displayed.
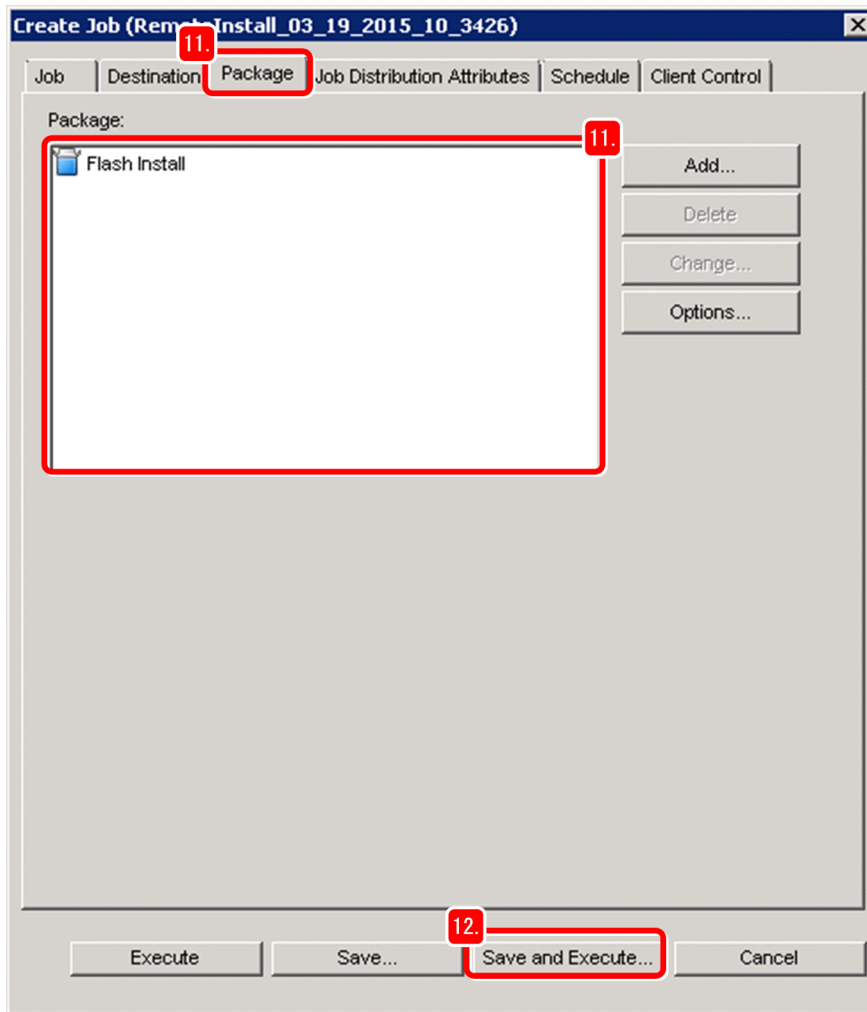
12. Click the **Save and Execute** button.

    The Save Job dialog box appears.

13. Click the **OK** button.

    The file distribution job is saved and executed.

**What you do next**

You are now able to create and execute a file distribution job. Next, you use the Remote Install Manager to check the distribution result.

## 3.2.2 Checking the distribution result

Check the file distribution result.

**Operation procedure**

1. In the Job Status window of the Remote Install Manager, double-click the management server host name displayed in **Folder/Job/Destination**.
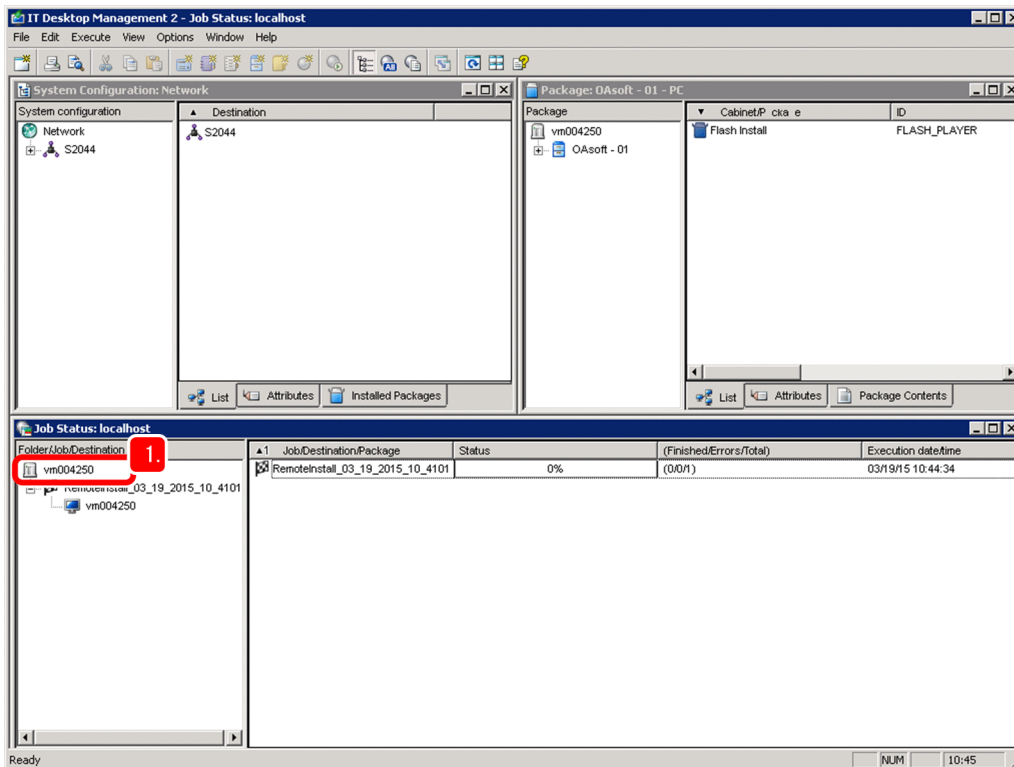
The execution status of the file distribution job is displayed.
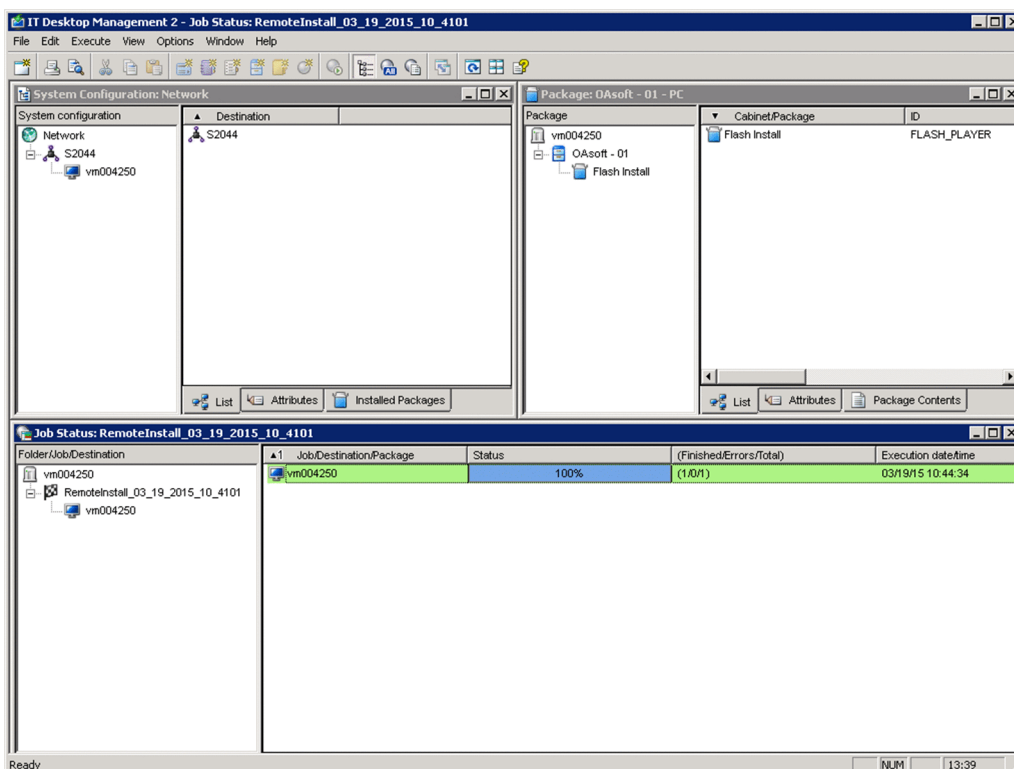


## Operation result

Now you have distributed the necessary file to the users' computers.

# Appendixes

# A. Other Practical Uses

This appendix introduces other practical uses of JP1/IT Desktop Management 2.

Collecting files from remote computers

> You can collect files from user computers, and store them on the management server. For example, if a failure occurs on a remote computer, you might be able to collect log and configuration files that can be used for troubleshooting. For details, see *Collecting files by using Remote Install Manager* in the *JP1/IT Desktop Management 2 Overview and System Design Guide*.

Improving the efficiency of asset management tasks

> You can use the Asset Console operation window to search asset information, and then list the results according to purpose. You can also add your own Asset Console operation windows (user reports) according to the routine asset management task. The search function and customizable operation windows improve the efficiency of asset management tasks.

> For details, see *Practical totaling functions and search functions designed for each type of work task* and *Creating operation windows for routine jobs* in the *JP1/IT Desktop Management 2 - Asset Console Configuration and Administration Guide*.

Automating processing by using commands

> Jobs such as packaging jobs can also be executed by using commands of JP1/IT Desktop Management 2. These commands can be automatically executed, in a certain order registered in JP1/AJS, or by using a certain event (such as a file update) as a trigger. For details, see *Commands of the Distribution Function That Uses Remote Install Manager* in the *JP1/IT Desktop Management 2 Distribution Function Administration Guide*.

With this manual (*Asset and Distribution Management: Getting Started*), you learned the basic operations, including system setup, understanding security status, virus protection measures, and distributing necessary files within your organization. These operations form the basis of implementation introduced in these pages. The information here will enable you to tailor the system to your organization, efficiently manage assets and file distribution, and free you up for other productive tasks.

# B. Version changes

## B.1 Changes in 13-00

- Windows Server 2022 is added as a supported operating system for the following products.
    - JP1/IT Desktop Management 2 - Manager
    - JP1/IT Desktop Management 2 - Agent
    - JP1/IT Desktop Management 2 - Network Monitor
    - JP1/IT Desktop Management 2 - Asset Console
    - JP1/IT Desktop Management 2 - Internet Gateway
    - Remote Install Manager
- Windows 11 is added as a supported operating system for the following products.
    - JP1/IT Desktop Management 2 - Agent
    - JP1/IT Desktop Management 2 - Network Monitor
    - Remote Install Manager
- Windows Server 2012 is no longer supported by the following products.
    - JP1/IT Desktop Management 2 - Manager
    - JP1/IT Desktop Management 2 - Network Monitor
    - JP1/IT Desktop Management 2 - Asset Console
    - Remote Install Manager

## B.2 Changes in 12-50

- CentOS 8, Linux 8, and Oracle Linux 8 were added as applicable operating systems for JP1/IT Desktop Management 2 - Agent.
- Chrome was added as a supported browser for the administrator's computer.

## B.3 Changes in 12-10

- Windows Server 2019 was added as an applicable operating system for the following products:
    - JP1/IT Desktop Management 2 - Manager
    - JP1/IT Desktop Management 2 - Agent
    - JP1/IT Desktop Management 2 - Network Monitor
    - JP1/IT Desktop Management 2 - Asset Console
    - JP1/IT Desktop Management 2 - Internet Gateway
    - Remote Install Manager
- The management window was changed to HTML5. Furthermore, Adobe Flash Player is no longer a prerequisite for an administrator's computer.

## B.4  Changes in 12-00

- Windows Server 2008 R2 is now excluded from the supported OSs for the following products:
  - JP1/IT Desktop Management 2 - Manager
  - JP1/IT Desktop Management 2 - Network Monitor
  - JP1/IT Desktop Management 2 - Asset Console
  - Remote Install Manager

## B.5  Changes in 11-51

- None.

## B.6  Changes in 11-50

- None.

## B.7  Changes in 11-10

- Windows Server 2016 was added as an applicable operating system for the following products:
  - JP1/IT Desktop Management 2 - Manager
  - JP1/IT Desktop Management 2 - Agent
  - JP1/IT Desktop Management 2 - Network Monitor
  - JP1/IT Desktop Management 2 - Asset Console
  - Remote Install Manager
- The following products were added as an applicable operating system for JP1/IT Desktop Management 2 - Agent.
  - Mac OS
  - Linux 6 (x86)
  - Linux 5

## B.8  Changes in 11-01

- Windows 10 was added as an applicable operating system for JP1/IT Desktop Management 2 - Network Monitor.
- JP1/IT Desktop Management 2 - Operations Director was added as a relevant program product.

## B.9  Changes in 11-00

- Windows 10 was added to the supported OSs for the following products:
  - JP1/IT Desktop Management 2 - Agent

- JP1/IT Desktop Management 2 - RC Manager

- Remote Install Manager

- Windows Server 2003 and Windows Server 2008 (except Windows Server 2008 R2) are now excluded from the supported OSs for the following products:

  - JP1/IT Desktop Management 2 - Manager

  - JP1/IT Desktop Management 2 - Agent

  - JP1/IT Desktop Management 2 - Network Monitor

  - JP1/IT Desktop Management 2 - RC Manager

# C. Reference Material for This Manual

This appendix provides reference materials related to this manual.

## C.1 Related publications

- *JP1 Version 13 JP1/IT Desktop Management 2 Overview and System Design Guide* (3021-3-L72(E))
- *JP1 Version 13 JP1/IT Desktop Management 2 Configuration Guide* (3021-3-L73(E))
- *JP1 Version 13 JP1/IT Desktop Management 2 Administration Guide* (3021-3-L74(E))
- *JP1 Version 13 JP1/IT Desktop Management 2 Distribution Function Administration Guide* (3021-3-L75(E))
- *JP1 Version 13 JP1/IT Desktop Management 2 - Asset Console Configuration and Administration Guide* (3021-3-L76(E))
- *JP1 Version 13 JP1/IT Desktop Management 2 - Asset Console Creating an Access Definition File Guide* (3021-3-L77(E))
- *JP1 Version 13 JP1/IT Desktop Management 2 Messages* (3021-3-L78(E))
- *JP1 Version 13 JP1/IT Desktop Management 2 - Agent Description and User's Guide (For UNIX Systems)* (3021-3-L80(E))

## C.2 Abbreviations for manual titles

In this manual, the title of this manual (*JP1 Version 12 Asset and Distribution Management: Getting Started*) is abbreviated to *Asset and Distribution Management: Getting Started*.

## C.3 Abbreviations for Microsoft product names

This manual uses the following abbreviations for Microsoft product names:

| Abbreviation | | | Full name or meaning |
|---|---|---|---|
| Internet Explorer | | | Windows(R) Internet Explorer(R) |
| Microsoft Excel | | | Microsoft(R) Excel(R) |
| Microsoft Office Excel | | | Microsoft(R) Office Excel(R) |
| Windows | Windows 7 | Windows 7 Enterprise | Microsoft(R) Windows(R) 7 Enterprise |
| | | Windows 7 Home Premium | Microsoft(R) Windows(R) 7 Home Premium |
| | | Windows 7 Professional | Microsoft(R) Windows(R) 7 Professional |
| | | Windows 7 Starter | Microsoft(R) Windows(R) 7 Starter |
| | | Windows 7 Ultimate | Microsoft(R) Windows(R) 7 Ultimate |
| | Windows 8 | Windows 8 | Windows(R) 8 |
| | | Windows 8 Enterprise | Windows(R) 8 Enterprise |

| Abbreviation | | | Full name or meaning |
|---|---|---|---|
| Windows | Windows 8 | Windows 8 Pro | Windows(R) 8 Pro |
| | Windows 8.1 | | Windows(R) 8.1 |
| | | | Windows(R) 8.1 Enterprise |
| | | | Windows(R) 8.1 Pro |
| | Windows 10 | Windows 10 Enterprise | Windows(R) 10 Enterprise |
| | | Windows 10 Enterprise multi-session | Windows(R) 10 Enterprise multi-session |
| | | Windows 10 Pro | Windows(R) 10 Pro |
| | Windows 11 | Windows 11 Enterprise | Windows(R) 11 Enterprise |
| | | Windows 11 Enterprise multi-session | Windows(R) 11 Enterprise multi-session |
| | | Windows 11 Pro | Windows(R) 11 Pro |
| | | Windows 11 Pro for Workstations | Windows(R) 11 Pro for Workstations |
| | Windows Server 2008 R2 | Windows Server 2008 R2 Datacenter | Microsoft(R) Windows Server(R) 2008 R2 Datacenter |
| | | Windows Server 2008 R2 Enterprise | Microsoft(R) Windows Server(R) 2008 R2 Enterprise |
| | | Windows Server 2008 R2 Standard | Microsoft(R) Windows Server(R) 2008 R2 Standard |
| | Windows Server 2012 | Windows Server 2012 Datacenter | Microsoft(R) Windows Server(R) 2012 Datacenter |
| | | Windows Server 2012 Standard | Microsoft(R) Windows Server(R) 2012 Standard |
| | Windows Server 2012 R2 | Windows Server 2012 R2 Datacenter | Microsoft(R) Windows Server(R) 2012 R2 Datacenter |
| | | Windows Server 2012 R2 Standard | Microsoft(R) Windows Server(R) 2012 R2 Standard |
| | Windows Server 2016 | Windows Server 2016 Datacenter | Microsoft(R) Windows Server(R) 2016 Datacenter |
| | | Windows Server 2016 Standard | Microsoft(R) Windows Server(R) 2016 Standard |
| | Windows Server 2019 | Windows Server 2019 Datacenter | Microsoft(R) Windows Server(R) 2019 Datacenter |
| | | Windows Server 2019 Standard | Microsoft(R) Windows Server(R) 2019 Standard |
| | Windows Server 2022 | Windows Server 2022 Datacenter | Microsoft(R) Windows Server(R) 2022 Datacenter |
| | | Windows Server 2022 Standard | Microsoft(R) Windows Server(R) 2022 Standard |

# C.4 Conventions: Abbreviations for product names

This manual uses the following abbreviations for product names:

| Abbreviation | | Full name or meaning |
|---|---|---|
| Asset Console | | JP1/IT Desktop Management 2 - Asset Console |
| CentOS 6 (x64) | | CentOS 6.1 (x64) or later |
| CentOS 7 | | CentOS 7.1 or later |
| CentOS 8 | | CentOS 8.1 or later |
| Chrome | | Google Chrome |
| Firefox | | Firefox(R) |
| IPF | | Itanium(R) Processor Family |
| JP1/AJS | | JP1/Automatic Job Management System 2 |
| | | JP1/Automatic Job Management System 3 |
| JP1/ITDM2 | JP1/IT Desktop Management 2 | JP1/IT Desktop Management 2 - Manager |
| | | JP1/IT Desktop Management 2 - Operations Director |
| Linux 5 (AMD/Intel 64) | | Red Hat Enterprise Linux(R) 5.1 (AMD/Intel 64) or later |
| | | Red Hat Enterprise Linux(R) 5.1 Advanced Platform (AMD/Intel 64) or later |
| Linux 5 (x86) | | Red Hat Enterprise Linux(R) 5.1 (x86) or later |
| | | Red Hat Enterprise Linux(R) 5.1 Advanced Platform (x86) or later |
| Linux 6 (x64) | | Red Hat Enterprise Linux(R) Server 6.1 (64-bit x86_64) or later |
| Linux 6 (x86) | | Red Hat Enterprise Linux(R) Server 6.1 (32-bit x86) or later |
| Linux 7 | | Red Hat Enterprise Linux(R) Server 7.1 or later |
| Linux 8 | | Red Hat Enterprise Linux(R) Server 8 or later |
| Oracle Linux 6 (x86) | | Oracle Linux 6.1 (x86) or later |
| Oracle Linux 6 (x64) | | Oracle Linux 6.1 (x64) or later |
| Oracle Linux 7 | | Oracle Linux 7.1 or later |
| Oracle Linux 8 | | Oracle Linux 8.1 or later |
| Mac | Mac OS | OS X 10.10 |
| | | OS X 10.11 |
| | | macOS 10.12 |
| | | macOS 10.13 |
| | | macOS 10.14 |
| | | macOS 10.15 |
| | | macOS 11 |
| Solaris 10 | | Solaris 10 (SPARC) |
| Solaris 11 | | Solaris 11 (SPARC) |

# C.5 Conventions: Acronyms

This manual also uses the following acronyms:

| Acronym | Full name or meaning |
|---------|---------------------|
| CSV | Comma Separated Values |
| HTTP | HyperText Transfer Protocol |
| ICMP | Internet Control Message Protocol |
| IP | Internet Protocol |
| IT | Information Technology |
| OS | Operating System |
| PC | Personal Computer |
| URL | Uniform Resource Locator |
| WS | WorkStation |

# C.6 Conventions: Units (such as KB, MB, GB, and TB)

This manual uses the following conventions:

- 1 KB (kilobyte) is 1,024 bytes.

- 1 MB (megabyte) is $1,024^2$ bytes.

- 1 GB (gigabyte) is $1,024^3$ bytes.

- 1 TB (terabyte) is $1,024^4$ bytes.

# D. Glossary

## A

### administrator's computer
The computer that the JP1/IT Desktop Management 2 administrator usually uses to log in to JP1/IT Desktop Management 2.

### agent
A program installed on the computers managed by JP1/IT Desktop Management 2. The agent program reports information to JP1/IT Desktop Management 2 - Manager, and controls its host computer based on instructions from JP1/IT Desktop Management 2 - Manager. The name of the agent program is *JP1/IT Desktop Management 2 - Agent*.

### agent settings
Agent setup information managed on the management server. You can change the setup of an agent remotely by creating agent settings in the operation window and assigning them to an agent.

## C

### custom installation
A type of installation that allows you to select the components to be installed.

Custom installation must be followed by setup of JP1/IT Desktop Management 2 - Manager. During setup, you can specify the operation log settings and select which node you want to use in a cluster configuration.

## I

### installation set
A program that installs and sets up JP1/IT Desktop Management 2 - Agent at one time to facilitate deployment of JP1/IT Desktop Management 2 - Agent. An installation set is created on the management server.

## J

### job
The unit of task execution in JP1/IT Desktop Management 2.

## L

### list of devices
A list of IT devices, including computers and peripheral devices. A device list can be created by using JP1/IT Desktop Management 2.

## M

### managed device
Any device that is set to be managed by JP1/IT Desktop Management 2 regardless of whether Agent is installed.

### management server
A computer on which JP1/IT Desktop Management 2 - Manager is installed.

## P

### package
A unit of software distributed using Remote Install Manager. Packages you create in the Packager are stored in the cabinet of JP1/IT Desktop Management 2 - Manager. You can then use Remote Install Manager or a command to distribute the package.

### Packager
A program that registers in the management server software to be remotely installed.

## R

### relay system
An instance of JP1/IT Desktop Management 2 - Agent that is positioned between a management server and managed computers, and relays jobs related to remote installation, file transfer, and other tasks.

## S

### simple installation
A type of installation that allows you to complete installation of JP1/IT Desktop Management 2 - Manager by only checking the default settings sequentially.

Simple installation does not need to be followed by setup of JP1/IT Desktop Management 2 - Manager.

## U

### users of computers
People using PCs and other computers in an organization. In a company, employees using computers for business use.

# Index