



# System Management

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## Getting Started

- [What do I need to use WebEx System Management?](#)
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- [Do my users need to have administrator rights to install System Management?](#)
- [Does WebEx System Management work with firewalls?](#)

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### **What do I need to use WebEx System Management?**

Remote assets will need at least 50 MB disk space to install the System Management agent. Site administrators will also need:

- 350 MB disk space for the Enterprise Change Management (ECM) and online backup and anti-virus components
- Domain administrator rights for Windows 2000 and XP systems

**Note**

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WebEx System Management currently does not support non-English operating systems.

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**What are my options for deploying System Management on remote computers?**

Choose from the following deployment methods:

- URL link: Receive a link from WebEx by email or IM and use it to install the WebEx System Management agent.
- Log in scripts: Download the installer and then run the script to perform the installation on remote computers.
- Active directory group policy: Use the policy to distribute the installer to remote computers.
- Remote deployment kit: Use a network scan utility to discover the IP addresses of all computers in the subnet and then use RDK to distribute WebEx System Management agents on remote computers. See the System Management Getting Started guide on the Support page of your Support Center service site for more information.

**Do my users need to have administrator rights to install System Management?**

Yes, but if they do not have administrator privileges, you can use System Management's domain impersonation feature to access locked systems so that you can install software on them.

**Does WebEx System Management work with firewalls?**

Yes. As long as assets can connect to the Internet and outbound communication ports 80 and 443 are enabled, you can use WebEx System Management to manage them.

## Managing Assets

- [How does WebEx System Management help me manage remote computers?](#)
  - [Can I run asset reports?](#)
  - [Can I associate individual assets with employees?](#)
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**How does WebEx System Management help me manage remote computers?**

The System Management Asset Management module helps you manage and control hardware and software installations by:

- Providing asset information
- Facilitating major upgrades and rollout planning
- Automating the PC inventory process
- Allowing you see to actual software usage on individual assets

**Can I run asset reports?**

Yes. Use System Management's Integration Web Service (IWS) to download asset data into Microsoft Access or SQL Server databases. You can also have our Professional Services Organization to customize reports for you.

**Can I associate individual assets with employees?**

Yes. Use WebEx System Management to import user contact data and then associate users with specific assets so that you can:

- Initiate move/add/change (MAC) actions from the System Management console
- Provide asset information for user support sessions
- View asset data that is specific to equipment, offices, and locations

## Distributing Software

- [How does System Management help me distribute software?](#)
  - [Can I distribute software to remote employees?](#)
  - [What is the best way to deploy large packages?](#)
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**How does System Management help me distribute software?**

Use System Management to determine if assets need software and patch updates, then perform the upgrade to any or all assets. If an asset is not connected to the internet the update is performed as soon as the asset connects to the Internet.

**Can I distribute software to remote employees?**

Yes. As long as an employee connects to the Internet, that employee will receive software distribution packages. If an employee is traveling or on vacation when you distribute software, they will receive the distribution the next time they connect to the Internet.

**What is the best way to deploy large packages?**

You can:

- Manage bandwidth consumption by setting bandwidth policies and download rules.
- Specify a maximum number of concurrent downloads.
- Schedule distributions to occur during periods of low activity.
- Set up a relay server in your environment and download packages once from WebEx data center to the relay servers. Then distribute the package from the relay servers to remote assets.

# Distributing Patches

- [How does WebEx Patch Management help me deploy patches?](#)
  - [How will I know when a new patch is available for deployment?](#)
  - [Are all computers compatible with Patch Management?](#)
  - [Can I use more than one SUS server?](#)
  - [Can I prevent certain assets from receiving patches?](#)
  - [Do I need to reboot remote computers after each patch is installed?](#)
  - [Can I distribute software that requires pre- and post-installation scripts?](#)
  - [If the connection is lost during a distribution, do I have to start the download again from beginning?](#)
  - [Can I distribute software packages to employees do not have administrator rights on their computers?](#)
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## **How does WebEx Patch Management help me deploy patches?**

When Microsoft releases a critical patch; WebEx tests the patch and uploads it to your site. To ensure 100% compliance, you can generate patch compliance reports to determine which assets need updates, and then distribute patches from the WebEx site to the assets that need them.

WebEx System Management runs daily and downloads patches according to the update policies you set. System Management downloads only those patches that are approved by your Microsoft Software Update Services (SUS) administrator.

## **How will I know when a new patch is available for deployment?**

When a new patch is available, you will receive an email message from WebEx that announces the availability of the patch.

## **Are all computers compatible with Patch Management?**

The WebEx System Management agent works on all Windows systems, but the Patch Control features (patch scanning and automatic updates) are only available for Windows 2000, XP, and 2003.

## **Can I use more than one SUS server?**

Yes. You can use several SUS servers with WebEx System Management.

## **Can I prevent certain assets from receiving patches?**

Yes

## **Do I need to reboot remote computers after each patch is installed?**

No. You can install multiple patches and then reboot the remote computer after the last patch is installed.

**Can I distribute software that requires pre- and post-installation scripts?**

Yes. WebEx can create a special package for you; contact WebEx Profession Services for details.

**If the connection is lost during a distribution, do I have to start the download again from beginning?**

No. When the connection is restored, the process resumes from where it failed.

**Can I distribute software packages to employees do not have administrator rights on their computers?**

Yes. You can distribute software using the system context

## Backing Up Assets

- [How does WebEx Back Up Management help me back up remote computers?](#)
- [What do I need to use Back Up Management?](#)
- [Are the backups secure?](#)
- [How long does the backup process take?](#)
- [How often can I perform backups?](#)
- [When assets are moved, added, and changed, does the backup data remain with the equipment or the user?](#)
- [What is the file retention policy?](#)
- [Can I access backed up files over the Internet?](#)

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**How does WebEx Back Up Management help me back up remote computers?**

WebEx Backup Management performs an automated, secure, off-site backup of your enterprise's computers. Backup Management works fast even over the slowest network connection to ensure that your data is constantly protected. With 128-bit AES encrypted transmissions, your data is kept secure.

You can choose to backup only critical data files, not the commercial software that you install from disk or CD. This way if a user's system crashes, the data is safe and the user can re-install the software so that essential information is written into the Windows registry. You can also choose to exclude certain types of files, such as MP3 files, to save space and time during backups.

The Backup Management agent is available as a software distribution package from your WebEx System Management console. You can use the WebEx Software Distribution console to push the Backup Management agent to remote computers.

System Management automatically backs up desktop data daily between 12:30 and 1:00 p.m. (local time). Your users can schedule backups at any time or have them run automatically as part of a shut down routine.

**What do I need to use Back Up Management?**

Deploy the WebEx System Management agent on the remote computers and configure your firewalls to allow outbound access on TCP port 16384.

**Are the backups secure?**

Yes. The data is compressed and encrypted using the AES 128-bit encryption and then stored in a secure off-site facility.

**How long does the backup process take?**

The time varies depending on your Internet connection speed and the level of service that you signed up for. Typically, a 100 MB backup takes about 10 to 15 minutes. Each successive backup takes less than six minutes because only incremental changes are compressed, encrypted, and backed up.

**How often can I perform backups?**

You can back up data as often as you'd like; as long as your computer is turned on and connected to the Internet. You can use the WebEx Data Protector™ Backup Wizard to set the date and time of your backups.

**When assets are moved, added, and changed, does the backup data remain with the equipment or the user?**

The data is kept with the user. When a user leaves the company, the data is not kept on the computer, even if a new user will be taking over the former employee's responsibilities.

**What is the file retention policy?**

The default retention policy stipulates that:

- The 10 most recent versions of each file are retained for 90 days
- Deleted files are retained for 90 days
- Files that are removed from backup are still retained for seven days
- Files associated with cancelled accounts are deleted after 30 days

**Can I access backed up files over the Internet?**

Yes. To retrieve files, all you need to know your private encryption key and account number. To get the private key, from the **Security** menu, select **Options**, and then select **View Encryption Key**.

## Using Virus Protection

- [How does WebEx Virus Protection help me protect assets?](#)
  - [How can I deploy Virus Protection in my organization?](#)
  - [Can I use Virus Protection to immediately fix infected computers?](#)
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### How does WebEx Virus Protection help me protect assets?

WebEx Virus Protection provides:

- Anti-virus definition status reports
- Infected computer reports
- Individual asset virus scan logs
- Centralized distribution of anti-virus updates

**Note**

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If you currently use Symantec AntiVirus, you do not need to renew your Symantec license; just use the Symantec software that comes with WebEx Virus Protection.

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### How can I deploy Virus Protection in my organization?

You can use WebEx System Management to deploy virus protection packages and then scan:

- Just once
- Daily at 12 noon
- Daily at 10 p.m.
- Every Wednesday at 12 noon
- Every Wednesday at 10 p.m.

### Can I use Virus Protection to immediately fix infected computers?

You can push the anti-virus jumpstart package to all infected computers to ensure that each computer has latest data files.

## Security

- [How secure is the WebEx System Management agent?](#)
  - [Do System Management reports comply with the BSA \(Business Software Alliance\) compliance requirements?](#)
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### How secure is the WebEx System Management agent?

The WebEx System Management agent sends communications every fifteen minutes from the asset to fully-redundant data centers that house a library of software services to enable round-the-clock device management. These outbound communications use SSL encryption on ports 80 and 443 to report information about the asset such as the hardware and software inventory, patch status, virus information, and backup status.

Because agent communication is always outbound and initiated from the client, it provides top-level security and allows you to prevent access from systems outside your corporate network. System Management works

in all environments; you do not have to create holes in the firewall that might expose vulnerabilities. See the WebEx System Management security white paper for details.

**Do System Management reports comply with the BSA (Business Software Alliance) compliance requirements?**

Yes. WebEx System Management reports display all the information you need to answer questions related to a software compliance audit, such as what software is installed on each computer.