

The SysAid™ Agent

Introduction

SysAid Server works best with the SysAid Agent. The SysAid agent is a lightweight component that can be automatically deployed on machines across the network. The SysAid agent allows submission of service requests by end users; you will be able to be automatically updated in inventory changes on your network; you will be able to exercise remote control over your network computers; and SysAid will log all your computer events.

There are several ways to install the SysAid monitoring module, as described in the **Getting Started Guide**. You can find this guide at:

<http://www.ilient.com/documentation.htm>

The common, easiest way is using the SysAid built-in Deployment Tool, under **Asset Management** → **Network Discovery**, which scans the network and automatically installs the module on all machines. To learn more about the SysAid network discovery tool, please consult the **Complete SysAid User Manual**, under **Network Discovery**.

This guide, however, describes a different method. Here you will learn how to deploy SysAid manually by installing the SysAid Agent. Each computer you install the agent on, SysAid will see, enabling administrators to monitor it.

After logging into SysAid, go to **Preferences** → **Downloads**. Click on the **SysAid Agent** which suits you, and save the file, which is named SysAidAgent.exe, onto your hard disk.

Execute the file from each computer you wish SysAid to monitor. Each computer can execute the installation remotely, or receive a copy and execute it locally. When you execute the .exe file of the agent, you will enter a setup wizard (figure 1).

When you complete the wizard, SysAid will be aware of your computer. The second screen in the wizard asks you to input your account information (figure 2).

Figure 1

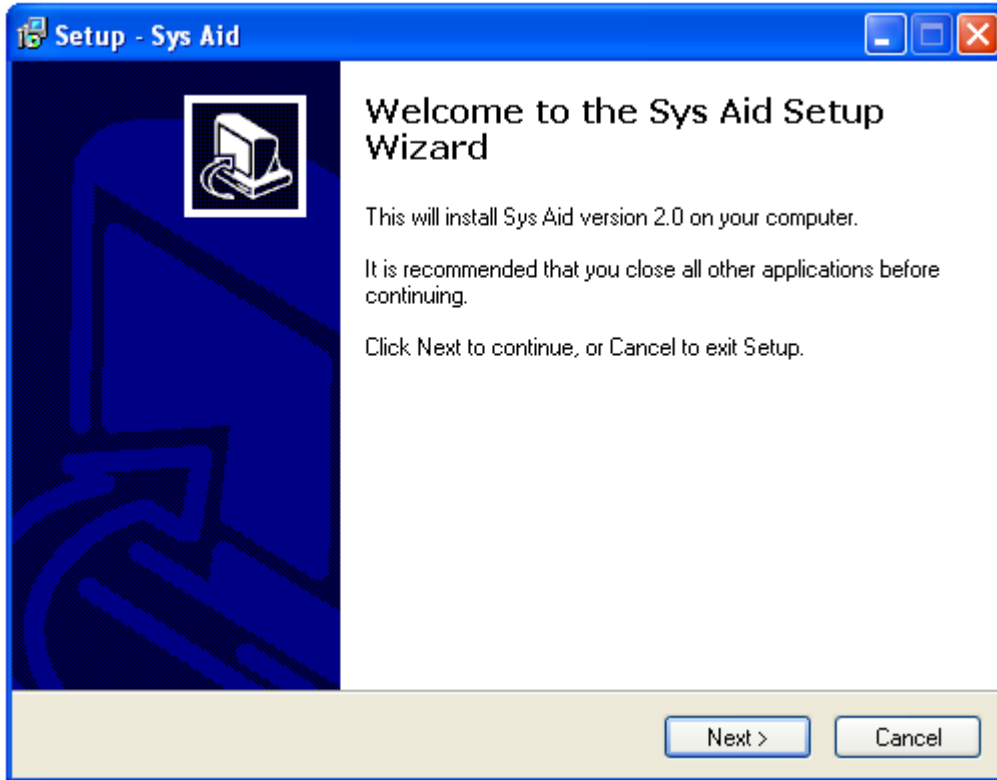
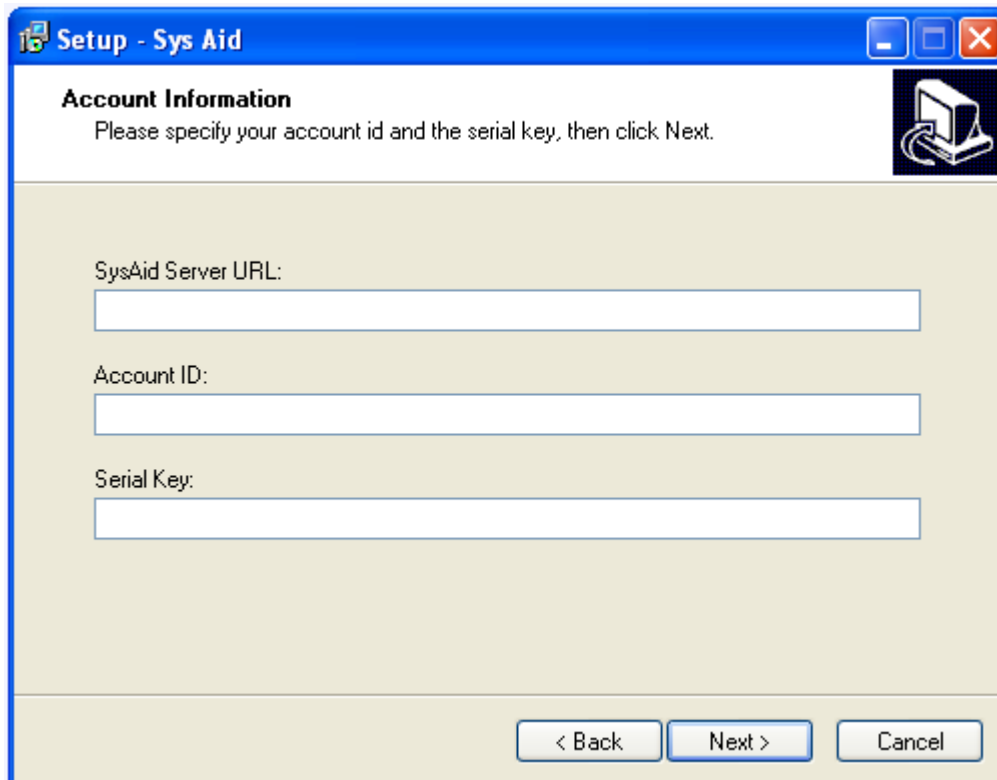


Figure 2



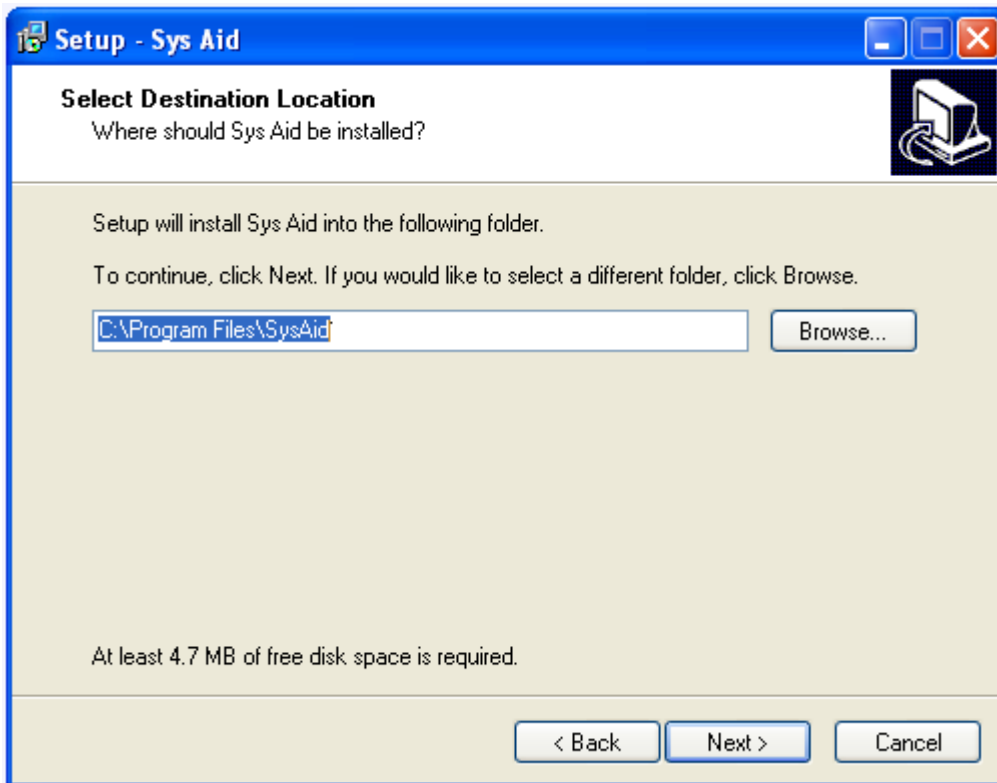
Input the address of the server SysAid is installed on into the field **SysAid Server URL**. For example, if the server has an IP address of 82.166.145.23, input: `http://82.166.145.23` into the field.

Into the field **Account ID** input your account ID, which you can see in the top bar of SysAid.

Your Serial Key appears on the **Download** page in SysAid. Simply copy the key from SysAid, and paste it into the wizard.

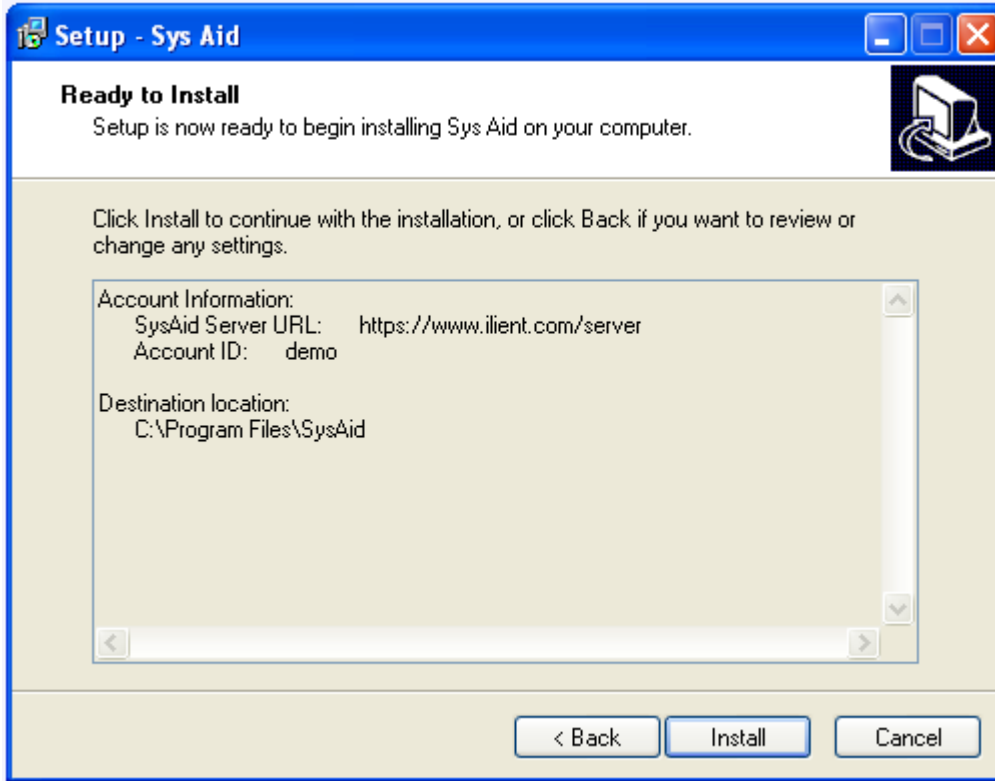
If the information is correct, clicking **Next** will take you to the next screen (figure 3).

Figure 3



After you select a folder for SysAid, click **Next**. You will see a summary of the inputted information, and a chance to edit it (figure 4). If the information is all correct, click **install**.

Figure 4



From hereon, SysAid will see your computer.

To learn how to automatically deploy SysAid on all computers in your network using an external deployment tool, consult the **SysAid Deployment Tool** guide.

Deploying SysAid Agent with Operating Systems other than Windows

Installing SysAid with a Linux agent

The Linux agent can be downloaded from the Downloads page in your SysAid installation.

Uncompress the tar ball (`tar -zxcv sysaid-linux.tar.gz`), go into the uncompressed folder and then run the script in the following syntax:

```
./sysaid-lshw.pl http://server-address:8080 AccountID SerialKey (replace the URL, AccountID and SerialKey with the information showing on your download page).
```

This script will create an asset in SysAid.

It will only update its details when running that script, so you may want to add the script to cron.

Deploying the SysAid Agent with an MSI

You can deploy the SysAid agent using the MSI package in two ways:

A. Using a group policy

When deploying the agent using a group policy, you need to edit the MSI package to include your unique parameters.

You can edit the MSI package using [Microsoft Orca](#)

a) Open SysAidAgent.msi using Orca and click **Transform** → **New Transform**.

b) Click on **Property** on the Table pane, and you should find the same parameters described above.

c) You should modify at least the ACCOUNT, SERIAL and SERVERURL parameters, and you can also modify the optional parameters.

d) When you finish, click on **Transform** → **Generate Transform** and save the file as SysAidAgent.mst.

B. Using a login script with the following syntax

```
msiexec /q /I SysAidAgent.msi SERVERURL="http://serverhost:8080"  
ACCOUNT=account SERIAL=serial
```

Replace the expressions 'account' and 'serial' with the appropriate information as it appears on the Downloads page in your SysAid.

Some more optional parameters (with the default values) are as follows:

ALLOWREMOTECONTROL (default value="Y")

ALLOWSUBMITSR (default value="Y")

CONFIRMRC (default value="Y")

FIRSTTIME (default value="Y")

HOTKEY (default value="122")

INTERVAL (default value="30")

LOGLEVEL (default value="0")

PROXYPORT (default value="0")

PROXYSERVER (default value="none")

RANDOMMACHINEID (default value="N")

SUBMITSRSHORTCUT (default value="SysAid")

This MST file will be useful for future versions as well, so make sure to keep a copy of it.

Now you can use the MSI and MST files to publish the agent using a group policy.

Installing SysAid on Mac OS X

The Mac agent is available as of the SysAid 4.5 release. However, we have not yet tested and approved the agent for all versions of Mac.

The current agent should function on Mac OS X 10.4 and 10.5.

In order to install the SysAid agent on a MAC OS X, please follow the instructions below:

1. Download SysAid Agent for Macintosh OS X.
2. Run the setup wizard.
3. If you wish to have an easy access to SysAid, please copy the SysAid Agent icon from the Applications folder to your Dock panel. *This step is optional.*
4. Click on the SysAid Agent icon. On the first run, the configuration page will appear.
 - a) Enter your Server URL, Account ID and serial key. These details can be found in the Downloads page in SysAid.
 - b) Click OK. SysAid will then validate the information.
5. Once the validation is complete, the SysAid daemon will start running, and your inventory information will be updated. You will also be able to access the End User Portal with the SysAid Agent icon.

Note: The following folders are added during installation:

/Library/SysAid - Configuration files / Log files / Programs

/Library/StartupItems/sysaid - Daemon to start / stop scripts

/Application/SysAidAgent - The SysAid icon to access the end user portal

If you have any questions/comments this guide does not address, you may visit our support page at <http://www.ilient.com/documentation.htm>. You may also contact us directly at support@sysaid.com, or (if you are a registered user) log into our support account.