



**Desktop/Laptop Agent** - The desktop agent collects system configurations, asset information (software and hardware), Microsoft patch status, hard drive statistics, and antivirus and anti-spyware information which are then sent to the Data Center Application. The Desktop Agent is also responsible for executing patch and software deployments, uninstall routines, maintenance activities and remote control initiation. The Desktop Agent performs its responsibilities based on instructions received from the Data Center Application.

**Server Agent** - Like the Desktop Agent, the Server Agent must be installed on every Windows Server that will be monitored or managed. The Server Agent monitors parameters on the host server and can be directed to monitor Linux servers and SNMP network devices. The Server Agent continuously monitors performance counters, log files, event logs, WMI data and a myriad of other critical files and information sources transmitting this information to the Data Center Application for further processing, analysis and alerting. When an issue occurs on the host server or on other devices being monitored by the Server Agent, the agent sends the alert to the Data Center for immediate processing and any necessary alerting. Alerts are posted on the web portal, can be entered into a ticketing system or sent by e-mail/cell phone. The Server Agent also collects and transmits data to the Data Center that will be utilized for performance trending and analysis.

**Gateway Component** - Each Desktop Agent separately downloading patches, updates or software from the Internet is bandwidth-intensive. The gateway component is installed on one machine on a local area network and it functions like a download cache/proxy. The gateway component can be installed on any desktop or server running Windows 2000 or higher and should be online 24 hours each day. Any Desktop Agents installed at a client site will communicate to the gateway using standard HTTP instead of utilizing bandwidth communicating with the Data Center directly.