Centurion Technologies

Secondary and Helper SmartControls

Updated 10/09/2013

Introduction

This document will explain the relationship between a primary SmartControl, a secondary SmartControl and a helper SmartControl. Primary SmartControls license, manage, use schedules and perform any other action available in the program. A secondary SmartControl can do everything a primary SmartControl can do with the exception of licensing machines. A SmartShield client can only have one secondary SmartControl at a time. A helper SmartControl can only use limited features like restart, reboot and protection changes.

Primary SmartControl

Your primary SmartControl has full access to the management of a computer and licenses any machines that connect to it. Most SmartControls are primary SmartControls. Centurion Technologies will not provide anything but primary SmartControls unless explicitly requested. Your primary SmartControl is the backbone of your setup, so it would be best served on either a server computer or a computer that will not reboot often.

Secondary SmartControl

Your secondary SmartControl will have access to all functions of SmartControl except licensing. If you feel you need a secondary SmartControl, contact your account manager for an additional SmartControl license key for no charge.

Secondary SmartControls are most useful as local stations, such as within a classroom on a teacher work station or in a situation where staff monitors or accesses public access machines.

Helper SmartControl

A "helper" SmartControl only has access to limited functions and can only see certain information that is forwarded from the SmartControl it is connected to. A helper SmartControl can change protection status and reboot or shut down a machine.

Helper SmartControls are useful to monitor machines if you do not intend to make property changes from that console.

How to Setup a Secondary SmartControl

To set up a SmartControl as a secondary, you will first need to have it installed on your second machine. This requires an additional license key, so please contact your account manager to acquire one of these free licenses. Once you have installed your secondary SmartShield, load up the program.

You will notice that on load, there should be no clients connect to your secondary machine. To get the machines to populate, go to your primary SmartControl and highlight the machines you would like to point to the secondary. Go to "Client Control" > "Change Smart Control" > "Secondary". A connection prompt will open and ask you for the computer name or IP address of the target (your secondary SmartControl). Press the "Test" button. If the process worked you should see a box that states "The connection test is successful. The OK button will now be enabled." Press "Ok" and the machines will populate into your secondary SmartControl when they send their next keep alive packet. If you receive an error stating "IP and Port provided do not match a running SmartControl Service. Please check the data and try again. If this is correct, use the override check box and continue.", then you may have communication issues between the two machines. Please verify they have network connectivity before performing an override.

How to Setup a Helper SmartControl

To set up a SmartControl as a helper machine, you will first need to have it installed on your second machine. This requires an additional license key, so please contact your account manager to acquire one of these free licenses. Once you have installed your helper SmartShield, load up the program.

You will notice that on load, there should be no clients connect to your secondary machine. To get the machines to populate go to "File" > "Connections" > "Allowed Connections" on your primary SmartControl. In the IP box, put the static IP address of the helper SmartControl. Please note that this configuration does not accept a computer name like most other parts of SmartControl. Input your SmartControl password for the primary SmartControl and press "Add" then "Done".

Next, go to the helper SmartControl. Go to "File" > "Connections" > "Connect To" and input the data for the primary SmartControl. The "Name"

box does not have to be the computer name; it is only used by SmartControl to help you keep track of which machine is which. Please input the static IP address of the primary SmartControl in the IP box, then hit "Test". If the box says "Connection Successful" then press "OK" and "Save". If you receive the error "This machine is not listed as a valid machine to connect to the specified Smart Control.", then you will need to add your helper SmartControl to the "Allowed Connections" are of SmartControl. This process is explained in the earlier paragraph. If you receive the error "A connection could not be made to the server" then you may have communication issues between the two machines.

Once you establish a connection between the helper SmartControl and the primary SmartControl, you should see another node on the left side of your helper SmartControl. This should display the "Name" that you gave SmartControl during setup. Expand this list and you will see the same data you would see as if you were at the primary SmartControl, including groups and all machines.