

Managed Profile™

Version 4.05

# **Product Information Sheet**

**August 2004**

## Overview

Managed Profile is a tool for administrators to manage user profiles. It differs from other profile management tools in that it manages the day to day use of user profiles rather than the setup of the profile.

Managed profile was originally developed as a solution to the problem of users losing profile settings in a Citrix environment where applications published from different servers resulted in the last application to terminate dictating which version of profile settings were retained.

Although both mandatory and roaming profiles can be used with Managed Profile, for best results it is recommended that mandatory profiles be used. This option gives the best results by combining the reliability of mandatory profiles with the controlled flexibility of roaming profiles provided by Managed Profile.

The product has continually been updated based on feedback from clients and more features have been added – refer to the feature list later in this document.

## System Requirements

Managed Profile has the following system requirements

### Managed Profile Agent

- Standard Microsoft Windows 2000 or greater operating system

### Database

- MS SQL, MSDE or MS Access

### Management Console

- Microsoft IIS version 4 or greater

## **Product Features**

### **Simple design**

Managed Profile has been designed to be as easy to install and use as possible. The agent comprises a single executable that has no external dependencies. The agent can be triggered by a logon script or by Winlogon notification messages.

The management console has been designed to run on standard, readily available infrastructure. All data communications are routed through a Microsoft Internet Information Server (IIS). There are two advantages to using IIS as the server component. Firstly IIS is a tried and tested server solution for serving large numbers of simultaneous network requests from distributed clients and secondly it eliminates the need for a proprietary service that would require additional management and support resources.

### **Profile Management**

Managed Profile allows administrators to determine exactly which settings a user can change in their profile. It also provides a solution to the problem of users losing settings in an environment where applications are deployed horizontally across servers.

Managed Profile manages both user registry and profile file and folder synchronisation which means that if you have chosen not to use folder redirection for key user profile folders you can still allow changes to user profile files and folders even when using a mandatory profile.

### **Configurable Managed Profile folders for saving user settings**

Managed Profile needs a per user network storage location to save profile settings to. The Managed Profile Administration console provides administrators with the functionality of configuring, by user or group, where to store Managed Profile data. Managed Profile also supports saving information to the user's home directory although this is not recommended as it gives users the opportunity to interfere with their profile settings either intentionally or not.

### **Feature Enablement and Disablement**

Each one of the Managed Profile features can be enabled or disabled from the administration console. This means that features that are not being used can be disabled thereby preventing unwanted side effects and improving efficiency of the system as a whole.

### **PrintGUI - Printer Configuration Management**

Managed Profile PrintGUI is an add-on component that allows users and administrators to have better control over user printer settings. PrintGUI is published as a normal application and gives users similar functionality to that contained in the standard Microsoft Printer Control Panel applet.

With Print GUI users can choose which printers they want to appear in their profile. One common complaint with the standard solutions offered by Microsoft and Citrix is that users can end up with too many printers in their profile. PrintGUI allows the user to decide which printers they want to see.

Users can also set user specific print settings for each printer in their profile. These are Device Mode settings that Managed Profile will load into the users profile at logon.

PrintGUI also allows users to manage their print jobs. Jobs can be paused, deleted, resumed and monitored in much the same way that they can from the Control Panel applet but without the extra functionality that administrators may wish to hide from users.

Administrators use the Administration Console to map printers to users and groups. These settings are used by PrintGUI to display a list of available printers to users.

## **Printer mapping by location**

Managed Profile includes functionality whereby administrators can link printers to locations based on IP ranges of the client device. When a user logs on, Managed Profile will connect to only those printers valid for the IP address of the client device they are working on.

## **File Associations**

Managed Profile has recently been updated to provide functionality for administrators to link application extensions to applications on a per user or per group basis. With this functionality two different users can be configured to access different applications for the same application extension.

## **Drive Mappings**

This functionality allows an administrator to specify drive mappings on a per user, per group basis or based on the device on which the user logs on.

## **Folder Mappings (Virtual Folders)**

Virtual folders are similar to drive mappings in that they provide access to remote storage. However, there are a number of important differences. Firstly, they do not rely on the creation of a share on the remote device. Secondly, they do not require a drive letter on the local machine. By using Explorer name space extensions virtually any folder on the network can be added to the Explorer namespace and will appear in any Explorer window. There are numerous advantages of virtual folders over mapped drives.

- Shares do not have to be created on remote servers
- No limitations such as those imposed by a finite set of available drive letters.
- Specific targeting of folders can be achieved so that users see only the folders they have access to.

## **Comprehensive logging and trace functionality**

A significant amount of time is often wasted on troubleshooting applications. Managed Profile includes comprehensive logging and trace functionality that can be used to troubleshoot potential infrastructure problems relating to the setup of Managed Profile or to gather useful information relating to user profiles.

Trace files contain a comprehensive trace of application execution including execution path, error messages and data sent and received from the server.

Log entries in the database record information such as errors detected during execution. Other information includes (amongst others) user name, device name, number of times a user has logged on to a particular device (or any device), the last device a user logged onto, the last time a user used a particular device, version of the agent and where it is installed.

With this information administrators can not only track down problems quickly, they can also use the data to get an idea of how the infrastructure is being used.

## Support Package Features

Annual support packages are purchased separately from the product license and include the following features.

- All online and telephonic support
- Free upgrades and feature releases for the period of the contract
- Limited free product customisations

### Product Customisation feature

In cases where the product does not exactly match client requirements (either features are omitted or are implemented in a manner not quite conducive to integration with the target environment), the Managed Profile support package includes limited free product customisations. What this means is that if the product does not include functionality that is required or functionality already in the package does not 100% meet with client requirements we will undertake to make the relevant modifications free of charge subject to certain subject to certain criteria.

## Contact Information

Product Information: [info@managedprofile.com](mailto:info@managedprofile.com)

Website: <http://www.managedprofile.com>

### South Africa (Head Office)

Marcorp IT Professionals  
23 Prospect Hill Road  
Wynberg, 7800  
Cape Town, South Africa

Telephone: +27 (0)21 762 5202

Fax: +27 (0)21 762 1091

### United Kingdom / Europe

Futuretech Consultancy Ltd  
[www.futuretech-consultancy.com](http://www.futuretech-consultancy.com)

Telephone: +44 (0)7887 654132

Fax: +44 (0)1494 473185

### Australia / New Zealand / Oceania

Infotronics Software  
Suite 4, 2 Fiveways Blvd  
Keysborough VIC 3173 AU

Telephone: +61 3 9798 4071

Fax: +61 3 9798 6573