

# Absolute Service Portal A Guide for County Users



**ABSOLUTE**<sup>®</sup>

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## Overview

The purpose of this guide is to illustrate how to use the Absolute Tracking Software on County devices and convey what benefits it can provide in terms of asset management.

The purpose of enrolling Absolute Tracking Software onto a device is to have better asset management tracking for state-leased equipment in the county's possession.

Option 2 Counties will have the Absolute software built into the image of the computer and are currently using the software.

Option 3 Counties will have to build the Absolute software into their county image during the imaging process.

Absolute software is available on the equipment; however, each piece of equipment needs to be enrolled or activated in the Absolute software to ensure State security compliance standards.

## Getting Started - Absolute Service Portal

- **What is the Absolute Service Portal?**

A security and asset management solution that gives you persistent contact with your endpoints and the data they contain. It has a software component and a BIOS component. If one of the two is removed the other fixes or replaces it. It communicates with your management console any time it has an internet connection. So your systems don't need to be connected to your domain for you to manage them.

- **What can Absolute do for you?**

- System Center Configuration Manager (SCCM) Persistence
- Geolocation tracking
- Geo-Fencing
- Remote data protection and removal

- **What is SCCM Persistence?**

Absolute will collect information about the functional status of SCCM clients installed on your Windows devices. It will attempt to repair the client if it is non-functional, or reinstall it if it's missing.

- **What is Geolocation Tracking?**

Systems using GPS, or Wi-Fi can be tracked whenever they get an internet connection even if they are not on your network.

Systems without GPS or Wi-Fi use IP Geo Resolution which can only give you the location the IP is registered to when the system connects to the internet.

[https://help.absolute.com/corporate/html5/en-us/Content/Assets/Assets\\_MapView.htm](https://help.absolute.com/corporate/html5/en-us/Content/Assets/Assets_MapView.htm)

- **What is Geofencing?**

Since laptops and tablets are easy to walk away with, Geo Fences can be configured to alert you when a device leaves a specified area.

- **What are Remote Data Protection and Removal?**

The remote data deletion function enables an authorized user to delete sensitive data on targeted devices in case of theft or loss. The function can also be performed at a device's end-of-life or end-of-lease.

An authorized user can target a device and "Freeze" it. The system will show a full-screen message indicating that device users have been restricted from operating the device and login will be disabled.

## Getting Started - County Employee User Guide

- **What user groups would need access?**

- County Absolute Administrators
- County HP Liaisons

- **How does the county end-user request access?**

- By sending an email requesting access to the following individuals:
  - **Hendrik DeBie (OIT-CDHS)** hendrik.debie@state.co.us
- Include the end user's name, email address, and name of the county they will be administering

- **What does a county user need to do once access has been granted to use this tool?**
  - Review leased asset locations
  - Ability to correct ownership
  - Reporting (i.e., CDHS Assets by County)
  
- **How is access removed?**
  - After **Hendrik DeBie (OIT-CDHS)** grants initial access to the **County Absolute Administrator**, this individual can remove, add, or promote users within their county to ensure continuity in access to the Absolute Service Portal.
  - If for whatever reason, the current **County Absolute Administrator** leaves without delegating access, the county will need to contact **Hendrik DeBie (OIT-CDHS)** to provide access to the new administrator.
    - Include the end user's name, email address, and name of the county they will be administering.

## How to Install and Manage the Absolute Agent

The **Absolute Agent** is a small software client that resides on the devices managed in Absolute. After the agent is initially deployed to a device, it's activated with the device's first connection to the Absolute Monitoring Center, at which time it receives a unique Identifier. A device record is then created in the database and the device information detected by the agent is made available in the Absolute console.

Going forward, the Absolute Agent maintains regular two-way communication with the Absolute Monitoring Center, monitoring the device's data points and uploading any changes in near real-time. The agent also receives and processes all device actions requested in the Absolute console, such as Wipe, Script, and Freeze requests.

The agent remains concealed on your device, and it does not affect system performance or interfere with internet activities.

The Absolute Agent needs to be deployed to every device that is ordered through the County HP Refresh process.

## How to Enroll a Device via the Absolute Service Console

The source device must not have an activated Absolute Agent present. Check the device to confirm whether the Absolute agent has been previously installed:

- Review the Absolute console to see if there is an existing record for the device.

### Important Note

The County Absolute Administrator must have Administrator privileges to install the Absolute Agent.

If the device has an **active** agent, perform the following steps:

- **Initiate** an Unenroll Device request via the Absolute console.
- **Ensure** the device is connected to the internet and can communicate with Absolute.
- **Perform** a Test Call via the Agent Management utility to ensure the agent calls are removed.
- **Reboot** the device.
- **Preparing the Image**

In order to prevent accidental activation of the agent in the image, first install all system updates, require software, and make appropriate configuration changes.

Once the base image is ready follow these steps:

- **Disconnect** the source device from the internet, it must not be able to communicate with Absolute.
- **Install** the Absolute agent using your regular installer package.
- **Use** the Agent Management utility to verify that the Identifier/ESN is 20 digits long and ends in 0000.
- **Ensure** to remove any local copies of the Agent Management Utility / Installer Packages from the device.
- **Capture** the image whilst the device is offline.

- **Verifying the Image**

To ensure the image has the agent installed correctly it is recommended to load onto a single device first and once verified it can then be deployed to all necessary devices. Those procedures are as follows:

- **Load** the image onto a new device.
- **Disconnect** the device from the internet, it must not be able to communicate with Absolute.
- **Power up** the system.
- **Use** the Agent Management utility and confirm that the Identifier/ESN is 20 digits long and ends in 0000.
- **Reboot and connect** the device to the internet so it can communicate with Absolute.
- **Attempt** to connect the agent connect and activate a new unique Identifier in your account.
- Use the Agent Management utility and confirm that the device has been assigned its unique Identifier/ESN.
- **Confirm** via the console that the new device is listed.

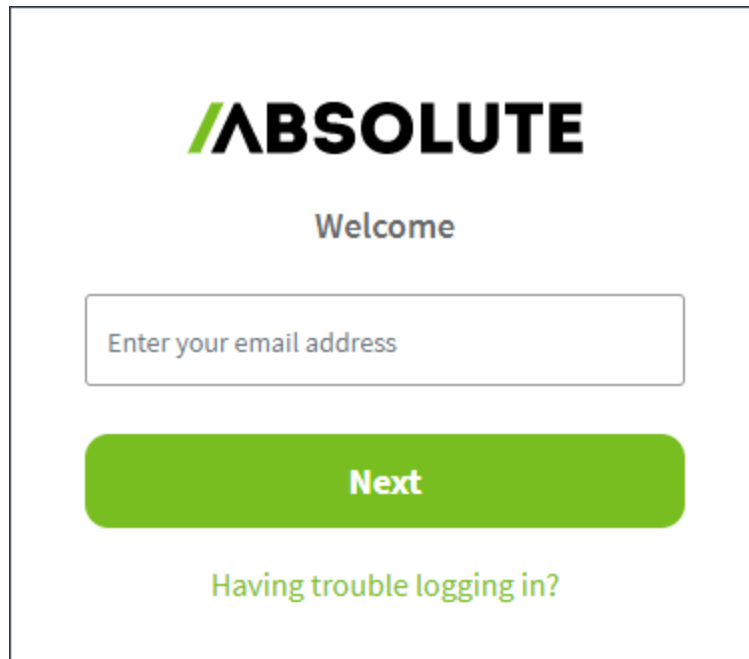
**Important Note**

If your source device needed the agent to be removed you will need to contact Absolute Technical Support if you want to return this device to your production environment and have an Active Absolute agent. Absolute Technical Support will adjust the device record to allow the agent to be re-activated, following this the image can be used to load the device.



- **How to log into the Absolute Services Portal?**

- County users can go to the following URL to log into the Absolute portal.
  - Enter this URL into a browser window:
    - URL: <https://signin.absolute.com/>



Absolute - login page

1. The **Absolute login** page will be displayed to verify **user authentication** into the portal.
2. For **first-time users**, you will need to create an **Absolute ID Account** by filling in your contact information.
3. After the account has been verified, the user will have access to the **Absolute Portal**. Depending on the **access permissions granted**, they will begin to utilize the data contained within this Absolute Database.

## Asset Management

- **Asset Lookup Functions**

- The following Asset Lookup functions are able to be utilized depending upon the desired report that is requested.

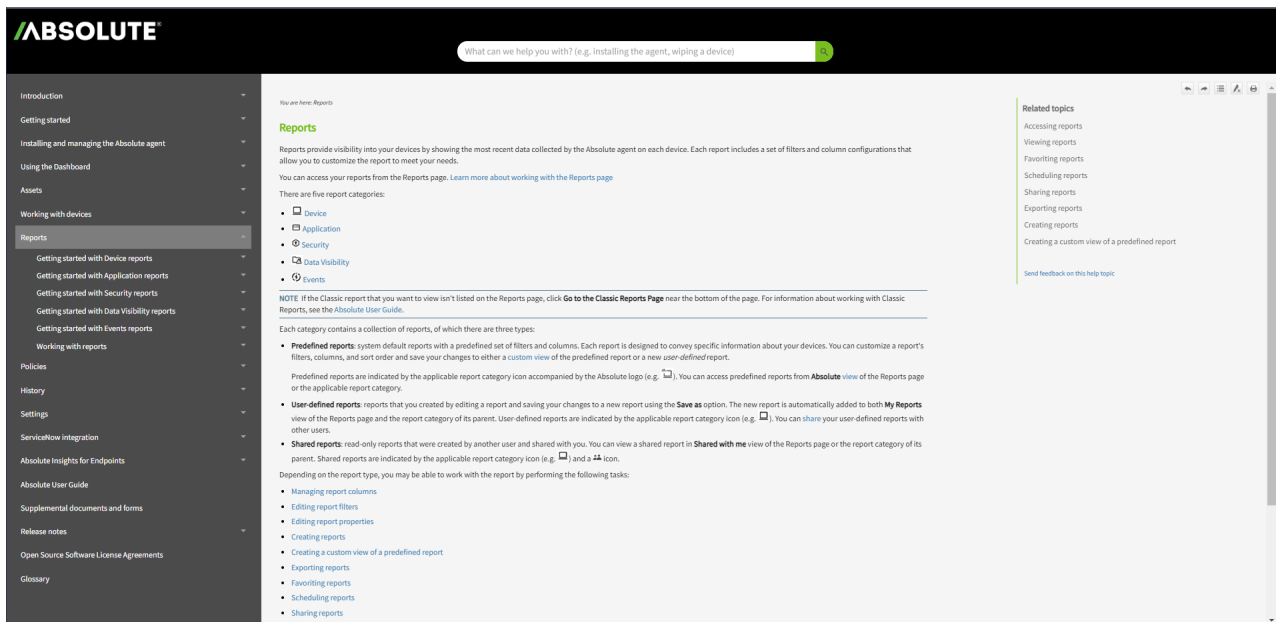
- Link: [Asset Management](#)
- How many assets a county has and what are their expiration dates?
- Working with your active devices
- Viewing installed applications
- Tracking missing devices
- Tracking the location of your devices
- Working with device groups

## Reporting

### ● Absolute Reporting

- Reports provide visibility into your devices by showing the most recent data collected by the Absolute agent on each device. Each report includes a set of filters and column configurations that allow you to customize the report to meet your needs.

- [How to Work with Absolute Reports](#)



The screenshot shows the Absolute Service Portal interface. The top navigation bar includes the Absolute logo and a search bar with the text "What can we help you with? (e.g., installing the agent, wiping a device)". The left sidebar contains a navigation menu with categories like Introduction, Getting started, Assets, Working with devices, Reports, Policies, History, Settings, and Glossary. The main content area is titled "How to Work with Reports" and contains the following text:

**Reports**

Reports provide visibility into your devices by showing the most recent data collected by the Absolute agent on each device. Each report includes a set of filters and column configurations that allow you to customize the report to meet your needs.





You can access your reports from the Reports page. [Learn more about working with the Reports page](#)

There are five report categories:

- Device
- Application
- Security
- Data Visibility
- Events

**NOTE** If the Classic report that you want to view isn't listed on the Reports page, click [Go to the Classic Reports Page](#) near the bottom of the page. For information about working with Classic Reports, see the [Absolute User Guide](#).

Each category contains a collection of reports, of which there are three types:

- **Predefined reports:** system default reports with a predefined set of filters and columns. Each report is designed to convey specific information about your devices. You can customize a report's filters, columns, and sort order and save your changes to either a [custom view](#) of the predefined report or a new [user-defined report](#).
- **User-defined reports:** reports that you created by editing a report and saving your changes to a new report using the [Save as](#) option. The new report is automatically added to both [My Reports](#) view of the Reports page and the report category of its parent. User-defined reports are indicated by the applicable report category icon (e.g., ) and a  icon. You can share your user-defined reports with other users.
- **Shared reports:** read-only reports that were created by another user and shared with you. You can view a shared report in [Shared with me](#) view of the Reports page or the report category of its parent. Shared reports are indicated by the applicable report category icon (e.g., ) and a  icon.

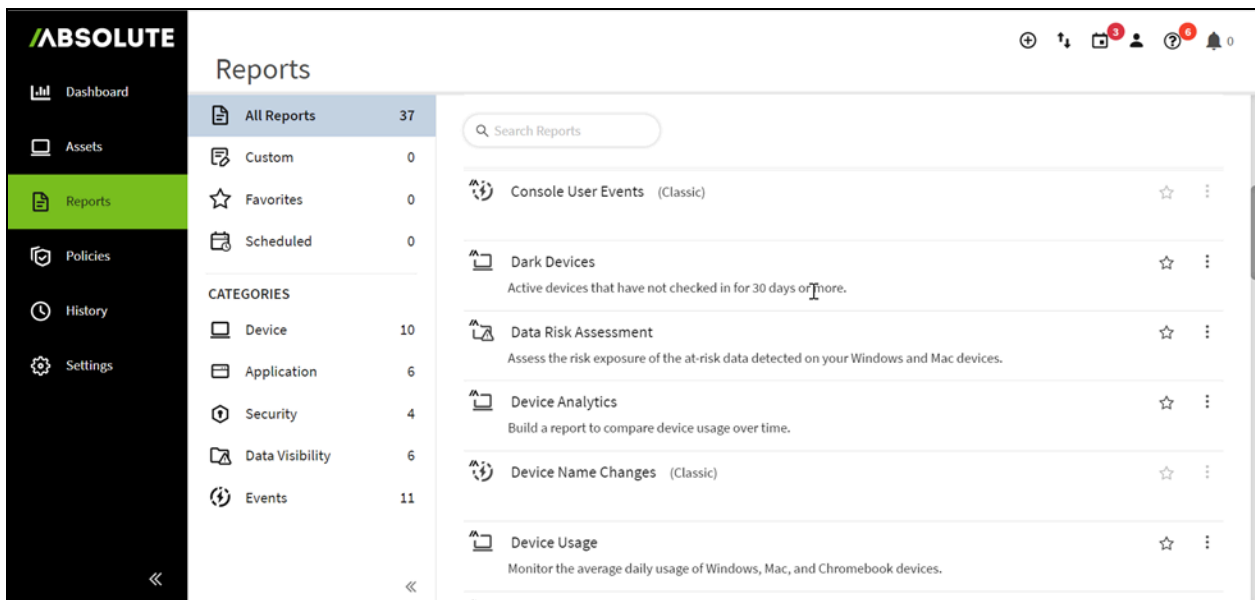
Depending on the report type, you may be able to work with the report by performing the following tasks:

- Managing report columns
- Editing report filters
- Editing report properties
- Creating reports
- Creating a custom view of a predefined report
- Exporting reports
- Favoriting reports
- Scheduling reports
- Sharing reports

The right sidebar contains a "Related topics" section with links to: Accessing reports, Viewing reports, Favoriting reports, Scheduling reports, Sharing reports, Exporting reports, Creating reports, and Creating a custom view of a predefined report. There is also a "Send feedback on this help topic" link.

Absolute - How to Work with Reports

- CDHS Assets - by Status
- CDHS Assets - by Manufacture #
- CDHS Assets - In Use
- CDHS Portal - Created Cases
- Data Visibility reports
- Hardware Assets Reports (Monitors, Desktops, Laptops, Tablets, Accessories)
- Recent Events Reports
- Security Reports
- Software Assets Reports

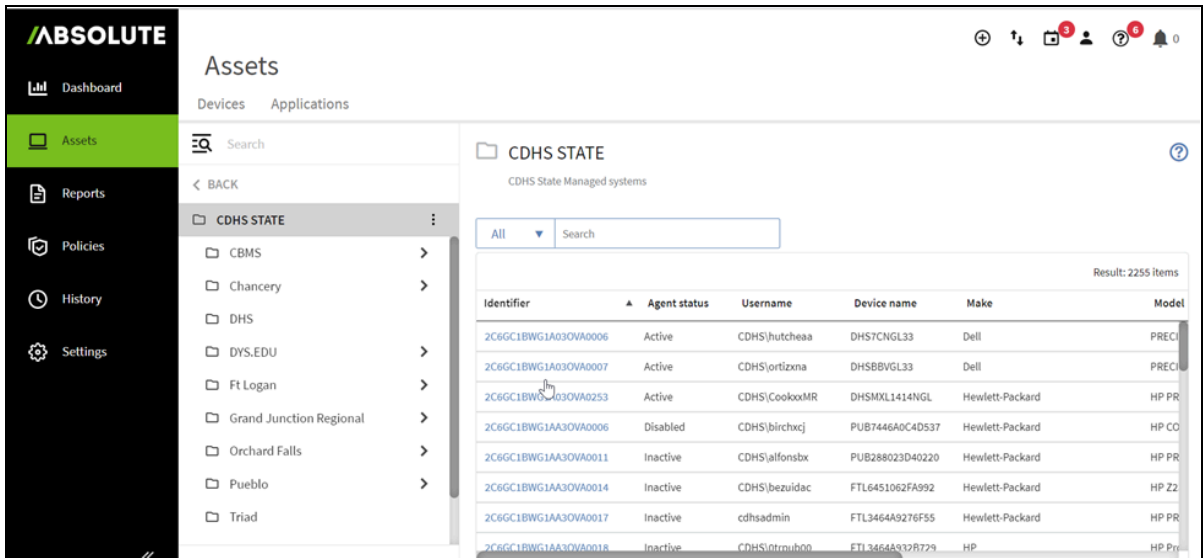


Absolute - Reports Selection

## Location Management

- **Move Request**

- In order to keep the database updated, use this functionality to track hardware movements
  - This will help prior to a new county refresh when they need to identify where the expiring assets (hardware) are located to avoid unpaid monthly service charges.



Absolute - Assets Selection

## How to Unenroll Devices from Your Account

Each County Absolute Administrator will submit an “Unenroll Device Request” for County equipment that is no longer in use.

- **Unenroll Device Request**

- To submit a request to unenroll one or more devices from your account.
1. Log in to the Absolute console as a user with Perform permissions for Un-enroll Device.
  2. Do one of the following:
    - To unenroll a single device
    - To unenroll multiple devices
  3. [Optional] To help identify this Un-enroll request in reports, enter a **Description**.
  4. If you want to exclude devices that have been **reported missing** from the Un-enroll request, select the **Exclude missing devices** check box.
  5. In **Review devices**, review the list of devices that have been selected for the Un-enroll Device action. Review devices are not available for bulk Unenroll requests.
  6. To complete the request, click **Unenroll Device**.

#### 7. The Unenroll Device request is submitted.

The Agent status of each device is set to disabled and a *device disabled* event is logged to Events. For Chromebooks, the Chromebook Extension is also set to disabled. When you view the Device Details page for the device, a status alert banner appears in the summary device information showing the date and time the Un-enroll Device request was submitted.

**NOTE:** If a device has an **outstanding Freeze request** or is **Frozen**, the Unenroll request automatically removes the Freeze request or Unfreezes the device. **‘No Freeze events are published’**, removes the Freeze request, or Unfreezes the device. No Freeze events are published to Events as the device is no longer communicating with Absolute.

You can track the progress of the Unenroll request in **Actions**. If the Un-enroll request fails to complete for any reason, such as the user not having permission to complete device actions on a selected device, the Action status is set to Failed and the reason is displayed in Failure reason. You can view unenroll events in **Events**.

**NOTE:** If you enroll a device in error, you can re-enroll it.

## How to Re-enroll a Device

You can re-enroll a Windows or Mac device that was previously unenrolled. You may want to perform this action if:

- You inadvertently selected the wrong device to unenroll.
- You unenrolled a device in error.
- You are enrolling a refurbished device that was previously enrolled in Absolute.

In the first two scenarios, you want to enroll the device in its original account; in the third scenario, you want to enroll the device in a different account.

## Absolute Resources, Troubleshooting, and Training

- **Review CDHS & Absolute Training Session Recordings**
  - In August 2022, CDHS, OIT, and Absolute hosted two live training sessions. During these sessions, Absolute covered the following materials.
    - Introduction to the console URL and where to access your login
    - How to access the agent for installation

- Installation best practices
- Device registration
- Data collection for custom reports
- Actionable items on devices
  - Device freezes
  - Device wipes
  - End-user messaging
- Searching and filtering
- Policies and enabling additional data collection
- Geolocation and rules
- Introduction to help, support, and the learning hub

To view the recordings of the sessions, please view the links below.

- [Tuesday, August 9th from 2:00 pm - 3:00 pm](#)
- [Thursday, August 11th from 11:00 am - 12:00 pm](#)

## ● Contacting Absolute Technical Support

If you have difficulty using or installing the agent, submit a Support case by logging in to the Absolute console, clicking on the navigation bar, and then clicking Support.

For more information about completing the case submittal form, see Contacting Technical Support in the online Help. You can also contact Absolute Technical Support at [www.absolute.com/support](http://www.absolute.com/support). Follow the on-screen instructions to contact Technical Support for your region. We welcome your questions, comments, and feature requests.

## ● Other Contacts

- [@Matt Weston](#) Account Executive
- [@Warren Young](#) AVP Sales of Sled West
- [csm@absolute.com](mailto:csm@absolute.com)
- Technical Support: <https://www.absolute.com/customers/support/>
- <https://cc.absolute.com/Pages/ng/app/resource/documentation>
- <https://cc.absolute.com/Pages/ng/app/resource/training>

## ● Absolute Learning Hub Quick Links

- <https://www.absolute.com/>
- <https://learn.absolute.com/device-freeze.php>

- [https://learn.absolute.com/geo\\_location\\_rules.php](https://learn.absolute.com/geo_location_rules.php)
- [https://learn.absolute.com/missing\\_stolen.php](https://learn.absolute.com/missing_stolen.php)
- **Absolute User Guide**
  - <https://help.absolute.com/corporate/html5/en-us/Content/PDFs/EN/AbsoluteUG.en.pdf>

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