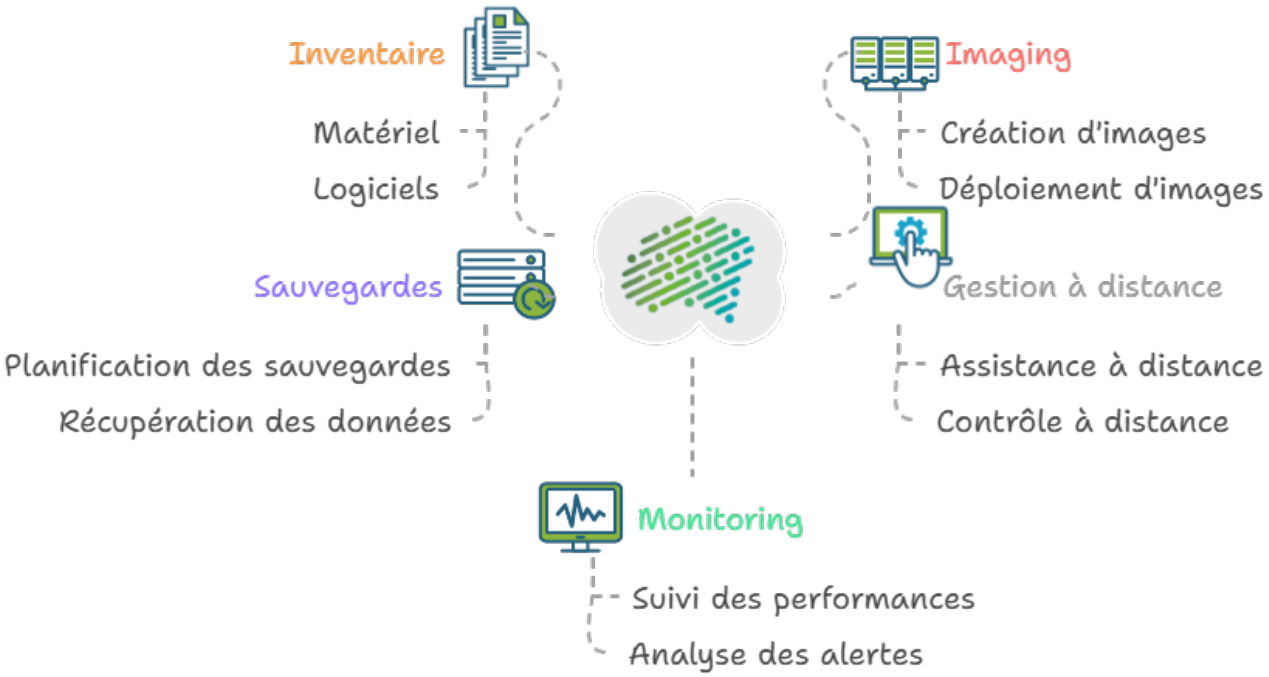
Chapter 2: Introduction

What is Medulla?

Medulla is a comprehensive IT management platform designed to simplify, automate, and secure all operations related to an IT infrastructure, whether in a corporate environment, for remote work, or distributed across multiple sites. I'm testing it!

It is based on a real-time XMPP inventory database, providing an accurate and up-to-date view of every workstation at all times, whether connected locally or remotely. This ensures constant reachability of machines, which is essential for effective management.



What is Medulla used for?

Medulla centralizes and streamlines the following tasks:

IT asset management

- Automatic, real-time inventory
- Detailed view of machines and users
- Integration with existing ITSM solutions

Remote deployment of software and scripts

- Application deployment, uninstallation, or script execution
- Advanced scheduling via a **conditional GFCET** system
- Intelligent wizard for silent installations

System imaging and installation

- Creation of generic system images compatible with all types of hardware
- Dynamic driver management
- **Unicast/multicast** deployment
- Multi-site synchronization for remote deployments

Application and update management

- Application kiosk for users without admin rights
- On-demand installation, by category
- Transparent, bandwidth-efficient updates

Remote access (PMAD)

- Login or console access on workstations
- Secure connection even without **a VPN** via an SSH tunnel
- Real-time support, anywhere

Native support for remote work

- Secure access to remote workstations
- No reliance on VPN
- Execute all operations remotely

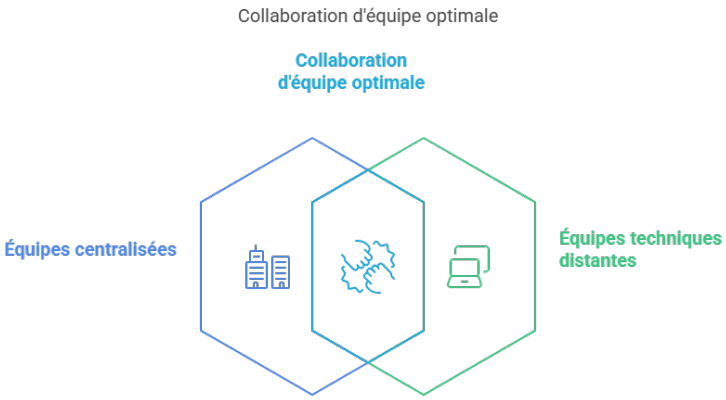
> To discover all the features and learn more, download our supplementary documentation by clicking here. Click the link to view the complete documentation.User Guide

For more information, visit our website:www.medulla.fr

Who is this manual intended for?

Target Audience This manual is intended for anyone involved in managing IT infrastructure and administering information systems, including:

- System and network administrators
- IT support technicians
- IT infrastructure managers
- CIOs (Chief Information Officers)
- IT project managers
- Deployment operators



> It is intended for both centralized teams and technical teams working remotely or across multiple sites.

Objectives of the manual

The purpose of this manual is to guide you step by step through:

- Getting started with the Medulla interface
- Understanding its functional modules
- Configuring, using, and automating tasks
- Using support, monitoring, and audit tools
- Securely managing workstations both locally and remotely

> This manual takes a **step-by-step, modular** approach: you can read it from start to finish or go directly to the sections that are relevant to you.

Recommended prerequisites

To get the most out of Medulla and this guide, it is recommended that you have:

- Basic knowledge of Windows/Linux systems
- Basic knowledge of network and security management
- Familiarity with ITSM tools (optional but helpful)
- Experience with remote deployment or imaging

> You don’t need to be an expert to get started. Medulla’s interface is designed to be intuitive, with built-in wizards to guide you.

medulla_logo.png

For more information, visit our website:www.medulla.fr

Glossary

ARS

Automatic Relay Selector is a mechanism that automatically selects the best relay to route a message or connection.

Cluster

A group of servers that work together to provide load balancing, high availability, and resilience.

Imaging

Here, we are referring to a system image or snapshot (disk image) of a workstation or server containing the OS and software. It is used for rapid deployments or restores.

Logs

Also known as logging, this is a mechanism that records system events, errors, accesses, and user actions. Very useful for audits and security.

OU

Organizational unit: a hierarchical structure within a directory (e.g., LDAP) used to organize machines and users.

Package

A collection of files and resources containing an application ready to be installed and configured on a computer or server. Packages are stored in repositories and managed by package managers.

P.M.A.D

Remote Access

Relay

A relay is a component that allows messages to be passed between different points on the network.

Rules

A rule is a set of criteria used to determine which relay or server should be used.

XMPP

XMPP stands for Extensible Messaging and Presence Protocol and is used for instant messaging, presence, and real-time communication.

Conditional GRAFCET

A scheduling method based on GRAFCET (Graphical State Machine), used to automate sequences of actions (such as software deployment or script execution) based on specific conditions. Each step is executed only if defined conditions are met, enabling dynamic and intelligent process management.

Unicast

A network communication mode in which a single source sends data to a single destination. Used for point-to-point transmissions.

Multicast

A network communication mode in which a single source sends data simultaneously to multiple specific destinations, without sending separate copies to each receiver.

VPN (Virtual Private Network)

A virtual private network that creates a secure, encrypted connection between a user and a network, often via the Internet. It protects data, hides the IP address, and ensures privacy.

SSH (Secure Shell)

A secure communication protocol used to establish a remote, encrypted, and authenticated connection to access a system and execute commands. Primarily used for server administration and secure file transfer.

Wake-on-LAN (WOL)

A feature that allows a computer to be started remotely via a network by sending a special packet called **a Magic Packet** containing the target machine’s MAC address. Used for remote administration and managing machines without having to turn them on manually.