Medulla Overview

https://medulla-tech.io/
This guide is perfect as a functional introduction or presentation manual. It serves to show what Medulla does without entering into technical details or use.

Chapter 1: Table of Contents

Contents

Chapter 1: Contents

Introduction

- [What is Medulla?](#)
- [Who is this manual addressed to?](#)
- [Glossary](#)

Main interface

- [Menu and navigation](#)
- [Organisation of the interface](#)
- [The dashboard](#)

Modules

- [Kiosk](#)
- [Users](#)
- [Groups](#)
- [Computers](#)
- [Imagine](#)
- [Packages](#)
- [Updates](#)
- [Backup](#)
- [Audit](#)
- [Background](#)

Administration

- [Administrator access](#)
- [General parameters](#)

Chapter 2: Introduction

What is Medulla?

Medulla is a comprehensive IT management platform designed to simplify, automate and secure all the operations related to a computer park, whether in business, telework or distributed on several sites.

It is based on a real-time XMPP inventory base, allowing an accurate and up-to-date view of each station at any time, whether connected locally or remotely. This ensures constant machine connection, essential to any efficient management.
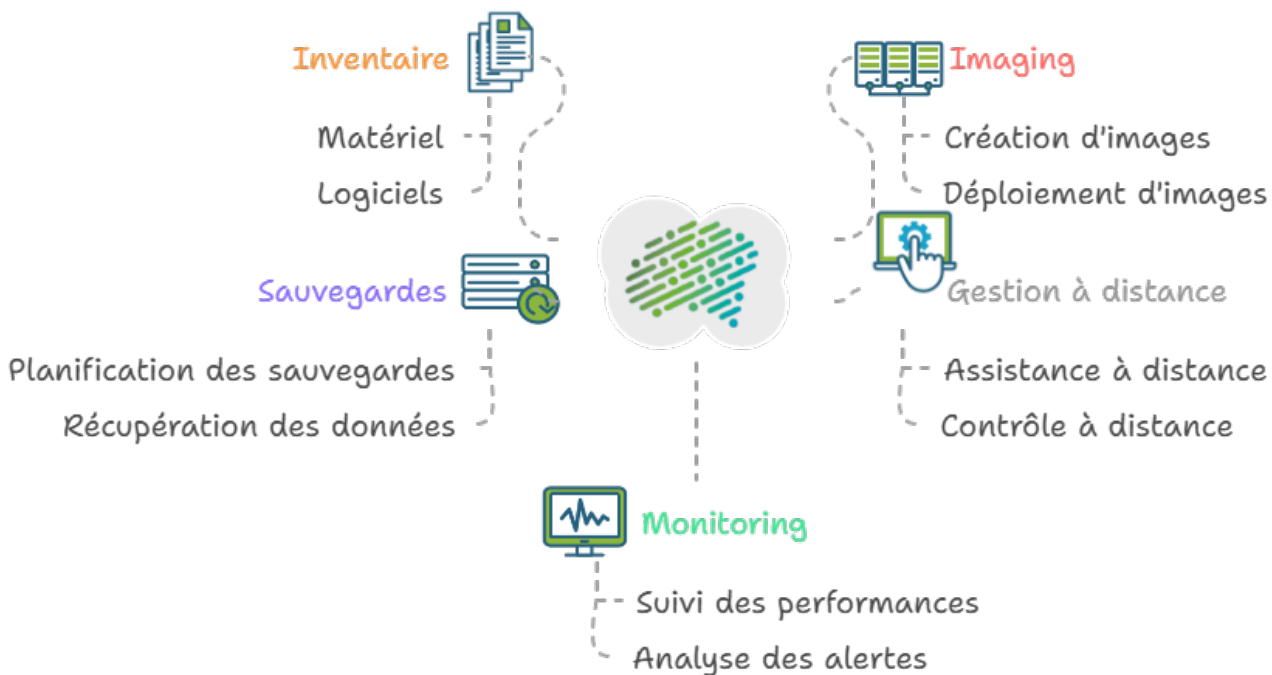
What's Medulla for?

Medulla centralizes and facilitates the following tasks:

IT management

- Automatic and real-time inventory
- Detailed view of machines and users
- Connecting to existing ITSM solutions

Remote deployment of software and scripts

- Deployment of applications, uninstallation or script execution
- Advanced planning via a **Conditional staple**
- Intelligent assistant for silent installations

Imagining and System Installation

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

Application management and updates

- Application kiosk for users without admin rights
- Installation on request, by category
- Transparent and bandwidth-efficient updates

Remote control ([LDCD](#))

- Opening of session or console on posts
- Secure connection even without **VPN** thanks to an SSH tunnel
- Real-time support, everywhere

Native telework support

- Secure access to remote stations
- No VPN addiction
- Performing all remote operations

To discover all the features and deepen your knowledge, download our additional documentation by clicking here.

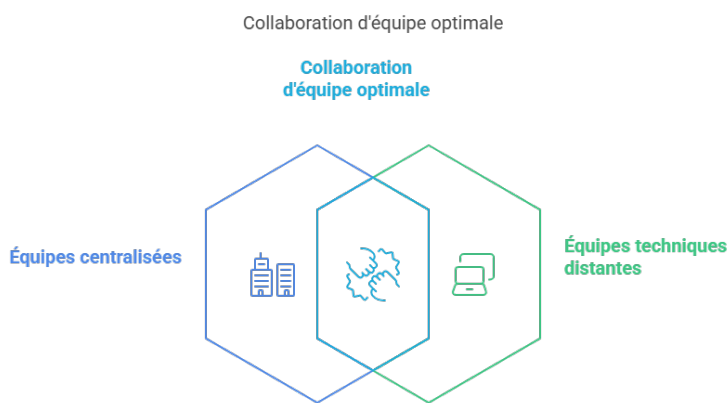Click on the link to see the full documentation. [User Guide](#)

[medulla_logo.png](#)

[For more information, visit our website :www.medulla.fr](#)

Who is this manual addressed to?

Public This manual is intended for anyone involved in the management of a computer fleet and the administration of information systems, including:

- System and network administrators
- Computer Support Technicians
- Managers of the IT fleet
- DSI (Directors of Information Systems)
- IT project managers
- Deployment operators

Collaboration d'équipe optimale

Collaboration d'équipe optimale

Équipes centralisées

Équipes techniques distantes

> It is intended for both centralized teams and technical teams working remotely or in multisite.

Objectives of the manual

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

- Taking charge of the Medulla interface
- Understanding its functional modules
- The configuration, use and automation of tasks
- Use of support, monitoring and audit tools
- Secure management of local and remote posts

> This manual takes an approach
> **progressive and modular** : you can read it in order or directly access the sections that concern you.

Recommended prerequisites

In order to make the most of Medulla and this guide, it is recommended to have:

- Basic knowledge of Windows/Linux systems
- Concepts in network and security management
- A familiarity with the ITSM tools (optional but useful)
- An experience in teledeployment or imagining

> No need to be an expert to start. The Medulla interface is designed to be intuitive, with integrated assistants to accompany you.

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Glossary

ARS

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

Cluster

Server group that works together to distribute load, high availability and resilience.

Imagine

Here we talk about a system image or snapshot (disk image) of a workstation or server containing OS and software. It's used for quick deployments or restorations.

Logs

It's also called Journalization, it's a mechanism that records system events, errors, access, user actions. Very useful for audits and security.

OR

Organizational unit is a hierarchical structure in a directory (e.g. LDAP) that is used to organize machines and users.

Package

It is a set of files and resources that contain an app ready to be installed and configured on a computer or server. Packages are in deposits and are managed by package managers.

P.M.A.D.

Remote control

Relay

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

Rules

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

XMPP

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

Conditional Grafcet

Planning method based on GRAFCET (Prophet Functional Control Step/Transition), used to automate action sequences (such as software deployment or script execution) according to specific conditions. Each step only executes if defined conditions are met, allowing dynamic and intelligent process management.

Unicast

Network communication mode where only one source sends data to a single destination. Used for point-to-point transmissions.

Multicast

Network communication mode where only one source sends data simultaneously to several specific destinations, without sending separate copies to each receiver.

VPN (Virtual Private Network)

Virtual private network to create a secure and encrypted connection between a user and a network, often via the Internet. It protects the data, hides the IP address and guarantees confidentiality.

SSH (Security Shell)

Secure communication protocol to establish a remote encrypted and authenticated connection to access a system and execute commands. Used mainly for server administration and secure file transfer.

Wake-on-LAN, WOL network alarm

Functionality allowing to start a remote computer via a network, sending a special package called **Magic Packet** containing the MAC address of the target machine. Used for remote administration and machine management without having to turn them on manually.

Chapter 3: Main interface

The dashboard

Presentation of the dashboard The Medulla dashboard provides a clear and detailed overview of the state of your computer fleet. Designed to provide you with a quick and accurate overview, it brings together essential information and performance indicators to help you make informed decisions in real time.

Fully customizable, this dashboard allows you to adapt its content to your priorities by adding or removing widgets according to your needs.
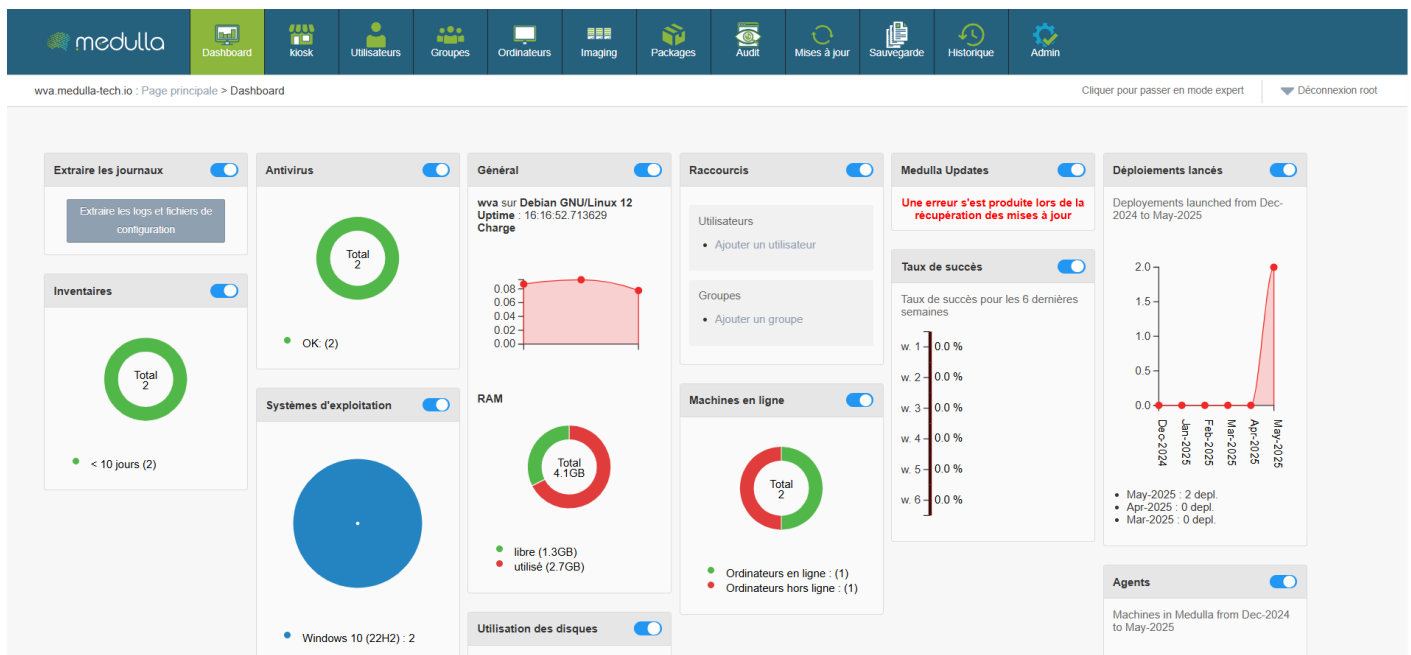
State of machinery

The dashboard displays in real time the status of machines, whether online, offline or encounter specific problems such as failed deployments or non-conformities.

Recent alerts

It allows visualization of critical and non-critical alerts, such as:

- Deployment problems
- Pending updates
- Machines not available
- Failed backups

Each alert can be viewed and managed directly from this section.

History of actions and events

Detailed monitoring of the actions carried out on the system, including:

- Deployments completed
- Saved
- Configuration changes
- Remote access

Follow-up of updates

The dashboard allows you to track the status of current updates, with the ability to manage them easily: install immediately or plan for later.

Resource management

You have direct access to the use of system resources, such as:

- bandwidth
- Available storage space
- Management server performance

Customizing the dashboard

With customization of widgets, you can track key information such as:

- The number of teleworking machines
- Machine conformity
- Progress in deployments

Widgets are easily reorganizable by simply dragging down, thus providing an experience entirely tailored to your needs.

Scoreboard interactivity

The dashboard is interactive, allowing you to:

- Click on an alert to see the details and answer them directly.
- Click a machine to access its information and perform actions, such as software deployment.
- Click on an update to install immediately or plan it according to your schedule.

Benefits

- Quick and reactive overview of incidents, allowing you to react immediately.
- Direct access to critical actions, without having to navigate in complex menus.
- Time savings through centralized management and constantly updated information.
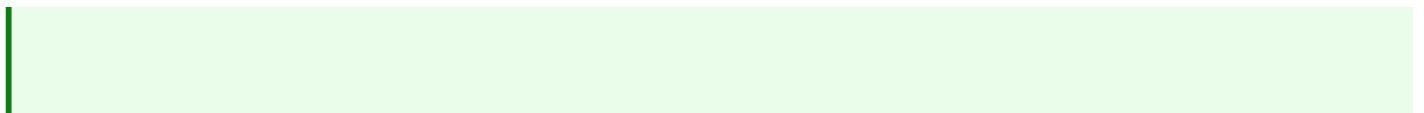
> To learn more or to access advanced features, you can consult the additional documentation by clicking Scoreboard.

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Menu and navigation

Overview The Medulla interface is designed to provide a smooth, clear and functional user experience. Thanks to a modular structure, each user can quickly access the information and actions they need.

Main navigation bar

Located at the top of the screen, the navigation bar gives you access to the main modules of the platform

Custom dashboard

User can configure a **Custom Dashboard**With dynamic widgets:

- Number of active machines
- Current deployments
- Recent backups
- Critical alerts

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Organisation of the interface

A modular and intuitive medulla interface is based on a modular interface, where each feature is grouped by theme into an independent module. This allows for:

- Simplify daily use
- Quickly navigate to desired action
- Adapt the tool to your business need

Each module works as an application in the application, with its own views, filters, tabs, and settings.

Example of organization by module

Here are some concrete examples:

Computer Module
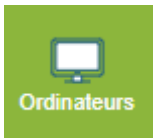
Main display:

List of computers with status (online/offline), user, last contact.

Tabs available:

Inventory, Actions, **LDCD**, Backup, History.

Filters for use:

Operating system, groups, connectivity.

Additional Features:

- All computers / GLPI
- Favorite groups
- Non-inventory machines
- Monitoring alerts, configuration
- Quick action (personalised and results)
- XMPP view

Research:

By field, entity, with deletion options.

Example of a listed machine:

> To learn more or to access advanced features, you can consult the additional documentation by clicking Computers

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Chapter 4: Modules

Kiosk

Install applications in full autonomy, gain in reactivity while easing the load of your IT teams with the Kiosk: a Medulla module designed to allow users to install the applications they need themselves, without requiring administrative rights.

Main features:

Nom du profil	État du profil	Actions	
devdemo	Actif	✏️	🗑️

Catalogue of applications

- Applications are classified by category.
- Each user has access to a customized catalogue according to their profile or group.

Installation without privileges

- Users can install or uninstall software without IT intervention.
- All installations are traced and controlled from the Medulla console.

Managed updates

- Manual or automatic updates depending on the configuration chosen.
- The administrator defines the versions to be used to ensure compliance.

Centralised control

- Fine management of software access rights.
- Possibility to restrict certain actions such as uninstalling critical apps.
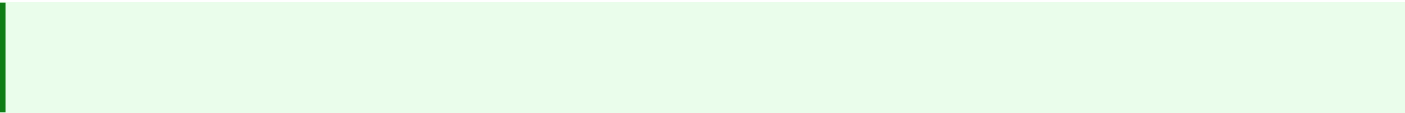
> To learn more or to access advanced features, you can consult the additional documentation by clicking **Kiosk**

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Users

Centralized, secure and clear management Easily manage all your user accounts in Medulla, with complete control of roles, permissions, and access. The User module offers an intuitive interface to manage your user base, monitor their actions, and enhance the overall security of your environment.

Key Features

Liste des utilisateurs

Identifiant	Nom	Courriel	Téléphone	Actions
0123456789	Jean Dupont	dupontjean@mail.fr		

Utilisateurs 1 à 3 - Total 3

User creation and management

- Add, edit or delete accounts directly from the Medulla interface.
- Match each user to one or more **groups** to apply specific accesses.

Roles and permissions

- Define specific roles: **standard user**, **technician**, **administrator**
- Manage permissions with finesse: each role determines what the user can see or do in the interface.

User groups

- Organize your users in groups according to their functions or services.
- Apply group specific configurations, applications and restrictions

Monitoring of activities

- All user actions are recorded in the **audit logs**.
- Follow who installed what, modified what, and when.

Account security

Strong authentication

Strengthen access security with dual authentication. Only authorized users can connect to the interface

Secure remote access

Users can connect remotely via tunnel **Secure SSH**, perfect for telework or nomadic teams.

> To learn more or to access advanced features, you can consult the additional documentation by clicking **Users**

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Groups

Centralised and simplified user management module **Groups** allows you to organize users by function, service, or any other relevant criteria, for more fluid permissions and configurations management. It is an ideal solution to apply mass settings while ensuring customization for each group.

Liste des groupes

| | Rechercher | ⊗ | Rechercher | ⚙ |

Gestion des groupes **1** à **2** - Total **2**

Groupes	Commentaires	Actions
👥 **GroupeTest1** (3)	GroupeTest	🔍 ✏ 🗑
👥 **MedullaUsers** (2)	Can be deleted once other groups have been created	🔍 ✏ 🗑

Main features

Establishment and management of groups

- Create user groups according to specific criteria: function, department, location, etc.
- Each group can group multiple users with similar needs.

Set permissions

- Set global permissions for each group: extended rights for administrators, or restricted rights for standard users.
- Manage access to different modules or features depending on the role of the group.

Application of configurations

- Deploy configurations and settings across a group of users, making large-scale management easier.
- Change the configurations of a group and apply them quickly without having to intervene individually on each user.

> To learn more or to access advanced features, you can consult the additional documentation by clicking **Groups.**

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Computers

the Computers module allows to manage and supervise the machines of the computer park. It centralizes the inventory of computers, their configurations and compliance status, as well as alerts related to their proper functioning.

Key Features:

- **List all computers** : Displays a complete list of all machines saved in the system.
- **The Groups:** Creates, lists and organizes groups of machines
- **Network clock**: Allows to start a set of machines.
- **Configure Computers** : Allows you to change parameters or apply specific configurations to a machine.
- **See alerts** : Displays system alerts or machine errors (e.g. update problems, failed connections...).
- **Find a computer** : Use filters to search by name, type of machine, or status.
- **Check compliance** : Makes sure the machines meet the configuration and update standards.

What is found in the Computers interface?

The interface displays:

- **Computer Name**
- **Technical details** (model, operating system, etc.)
- **Latest configurations applied**
- **Status of the machine** (online, offline, wrong...)
- **Related alerts**
- **Actions** : Edit, configure, or resolve alerts

Where to find him?

The module **Computers** is accessible via the **main menu**, under the tab **Computers**.

- Click on **Computers** to display the list.
- Use filters to search for a specific machine, or add a new machine if necessary.

> To learn more or to access advanced features, you can consult the additional documentation by clicking **Computers.**

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Imagine

The module**Imagine** is designed for system image management, facilitating computer deployment and restoration. It makes it possible to create, modify and apply standardized images on several machines, thus simplifying the configuration of new devices or the relocation of systems.

Key Features:

- **Create a system image** : Capture a complete configuration (operating system, software, parameters...) for efficient reuse.
- **Edit an existing image** : Updates an image by integrating new software or configurations.
- **Deploy Image** : Apply one image to several machines simultaneously, ensuring homogeneous configurations.
- **Restore Image** : Allows you to return to a previous configuration by restoring a saved image.

What is found in the Imaging interface?

The module interface offers several essential features:

- **Status of the server** : Checks the availability and status of associated imaginative servers.
- **Management of Masters** : Administration of master images used for deployments.
- **Manage start-up services** : Configuration of boot options for the deployment of images.

- **Default Start Menu** : Start menu settings for imagining.
- **Post-imagination scripts** : Managing actions to execute after an image is deployed.
- **List of profiles and addition of profiles** : Creation and administration of profiles
- **Configuring the imaginationg** : Customize Imagining module settings.
- **Sysprep Response File Manager** : Configuration of response files for automation of Windows installations.
- **Management of groups** : Display and add groups to imagine to organize deployments.

Where to find the Imaging module?

The module **Imagine** is accessible from the **main menu**, under the tab *Imagine*.

- Click **Imagine** to display image list and management options.
- Use **Create Image** to start a new project, or select an existing image to edit or deploy it.
- See section **Status of the server** to see the servers available for your entity.

If no imagining server is available for an association, check the configuration or add a server to the dedicated section.

> To learn more or to access advanced features, you can consult the additional documentation by clicking **Imagine.**

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Packages

The module **Packages** allows **create, manage and deploy software packages** on computers in the computer park. It facilitates the installation of software, the updating of applications and the deployment of specific configurations on several machines simultaneously.

Main features:

- **Create Package** Set the contents of the package, the files to install and the actions to execute.
- **Edit Package** : Update an existing package by adding software or modifying deployment scripts.
- **Deploy a package** : Install a package on one or more computers in the network.
- **Manage deployment errors** : Check the logs to identify installation failures.
- **Follow the package versions** Check versions installed on machines and manage updates.

What is found in the Packages interface?

The interface displays several essential sections:

- **List of packages** : Contains the name, version, description, compatible operating system, size and quota used.
- **Add Package** : Option to create a new package.
- **List of pending packages** Follow-up of processing or pending deployment packages.

- **List of rules** : Display of rules applied to deployments.
- **Add Rule** Option to create new deployment rules.
- **Logs and errors** Details on deployment errors and corrective actions.

Where to find the Packages module?

The module **Packages** is accessible from the **main menu**, under the tab *Packages*.

- Click **Packages** to see the list of available packages.
- Use **Add Package** to create a new package.
- See **List of pending packages** to follow the packages being deployed.
- Access the **List of rules** to see or add management rules for packages

Learn more about packages

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Updates

The module **Updates** allows **manage and track the status of software updates** on the park computers. It ensures that all machines comply with the latest security patches, software updates and new versions of operating systems.

Key Features:

- **Verify compliance of entities** : Analyses the compliance rate of machines to identify those that are up-to-date or require updates.
- **Managing Non-Compliance Alerts** : Displays missing updates and non-compliant machines.
- **Deploy updates** : Automatically applies the required updates to the machines concerned.
- **Manage Update Lists** : Allows to administer and organize the available updates for the computer park.
- **Follow compliance rate** : Provides statistics on the number of machines that comply, delay or require intervention.

What is found in the Updates interface?

The interface offers several key sections:

- **Compliance of entities** : Display of machine compliance rate by entity (e.g. *Siveo Medulla*).

- **Manage Update Lists** : Administration of available and pending updates.
- **Update status** Number of missing updates, number of non-compliant machines and total number of computers involved.
- **Search and filter** : Possibility to search for specific entities or filter by compliance rate.

Where to find the Updates module?

The module **Updates** is accessible from the **main menu**, under the tab *Updates*.

- Click **Updates** to display machine status and check for non-compliance alerts.
- Go to **Manage Update Lists** to organize and administer available updates.
- See **Compliance of entities** to see the machine update rate and detect any anomalies.

Learn more about Updates

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Backup

Protect your data, without compromise the Medulla Backup module ensures data protection for your desktops and servers. Thanks to effective backup mechanisms and centralized tracking, you have the assurance that your data is safe and recoverable at any time.

Main functions

Smart incremental backup

- A full backup is performed only once.
- Then only the **modified data** are saved, for saving disk space and speed.

Online & offline backups

- Possible backups to **Remote servers** or **Local media**.
- This guarantees **double security**, even in case of network disconnection or hardware failure.

Restoration in one click

- Restore a file, folder or full system image very easily.
- Ideal for accidental removal or critical failure.

Monitoring and alerts

- Clear dashboard to see the status of backups.
- Automatic notifications in case of error or failure.
- Detailed logs (logs) accessible at any time.

Revues

Statistiques globales

Espace disque utilise par tous les clients	Taille
All computers	0 B

Dernières activités

Id	Nom	Date de sauvegarde	État	Détails	Durée H:M:S	Taille

Logs

Message	Heure

[Learn more about Backups](#)

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Background

Keep track of each action the Medulla History module allows you to view all the actions carried out in your infrastructure. It offers complete and accurate traceability, essential for diagnosis, audit and continuous improvement.

Main functions

Consultation of past actions

- View operations history on machines, configurations, deployments, connections, etc.
- Each entry details the hour, user, machine concerned, and action performed.

Advanced filters and research

- Filtering by **dates**, **types of logs**, **users** or **machinery** to quickly target specific action.
- Possibility of applying several criteria for fine analysis.

Historical reports

- Generate reports over a given period to understand the system's behaviour or identify the origin of a problem.
- Useful for audit, compliance requests or technical documentation.

[Learn more about History](#)

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Audit

Accurate and centralized monitoring of activities **Audit** From Medulla it is possible to centralise all the activities carried out by users, IT teams, and machines, to ensure complete traceability and compliance with the requirements of security and IT governance.

Audit module features

User task tracking and system

- See **current or past tasks** by a user, group or whole organisation.
- View each **programmed or executed action**, whether deployment, updating, installation or system operation.

Individual and team audit

- Access custom views:
  - **My tasks**
  - **The tasks of my team**
  - **Tasks of all users**
- Ideal for multi-administrative or shared management environments.

Convergence history

- View them **Planned convergences** (recurring or orchestrated tasks), by user or group.
- Watch him **status of tasks**, their progress, the number of machines involved, and any errors.

Status dashboard

- Real-time display of l**status of the audit platform**to ensure the availability of monitoring data.

[To learn more about Audit](#)

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Section 5: Administration

Administrator access

How to access the admin module?

You can access the admin module by clicking on the icon that represents a drive to the right of the menu or at the bottom of the menu bar always to the right by clicking on the "Click to go to expert mode" link.

What is the Administration module for?

The Administration module allows admin users to manage the Medulla system's advanced settings. It brings together the tools needed to configure the system and customize the application.

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General parameters

The administration interface consists of the following to manage various parameters:

- List of Relays
- Cluster List
- New Cluster
- Rules

List of Relays

contains the list of relays currently configured in the system, **relay** (or relay) is an intermediate component that allows for the transit of XMPP messages between different servers or clusters. The list of relays contains various information (name of relay, identifier, type of relay: public or private..etc). This helps us see which relays are in place, and allows us to control or diagnose these components.

Relays Xmpp	JID	Nom du cluster	Description du cluster	Nb de machines total	Non-inventoriées en ligne	Classe	Adresse MAC	IP XMPP	Actions
devdemo	rspulse@pulse/mainrelay	Public-3d067bedfe2f4677470dd6ccf64d05ed	Public	0	0	both	52540046a234	95.217.92.200	
devdemo-ars-1	rsdevdemo-ars-1/52540046a235@devdemo-ars-1	Private-47f9082fc380ca62d531096aa1d110f1	Private	0	0	both	52540046a235	10.10.0.91	
devdemo-ars-2	rsdevdemo-ars-2/52540046a236@devdemo-ars-2	Private-47f9082fc380ca62d531096aa1d110f1	Private	1	0	both	52540046a236	10.10.0.92	

A Cluster is a set of servers so the ***Cluster List*** displays the list of server sets and contains information about these groups (name, descriptions, associated relays or actions). This allows us to better organize the network structure and manage communications between servers.

Clusters	Description	Associated relays	Actions
ars_pulse	primary cluster	0	
Public-3d067bedfe2f4677470dd6ccf64d05ed	Public	1	
Private-47f9082fc380ca62d531096aa1d110f1	Private	2	
devdemo-woo-2	devdemo	0	

New Cluster

allows to create a new cluster by telling its name, description and relays that are internal or external to the cluster.

New Cluster

|	
Cluster Name	
Cluster Description	
Cluster List	Relays **outside** the cluster: devdemo, devdemo-ars-1, devdemo-ars-2 — Relays **inside** the cluster:

Valider

Rules

is the option to choose which relays will be used, the priority level of the rule as well as dependencies between them & section also allows to create new rules.

Rule	Description	Level	Associated rules	Actions
orgADmach	Chooses ARS based on AD machines OUs	1	0	
orgADuser	Chooses ARS based on AD users OUs	2	0	
user	Chooses ARS based on user	3	0	
hostname	Chooses ARS based on hostname	4	0	
subnet	Chooses ARS in same subnet	5	0	
geoposition	Chooses ARS based on best location	6	0	
load balancer	Chooses the least used ARS	7	0	
networkaddress	Chooses ARS based on network address	8	0	
netmaskchoose	Chooses ARS based on netmask	9	0	
default	Use default ARS	10	0	

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