SysMan Utilities

User Guide

By Sysgem AG

Contents

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Introduction

What's Inside

This is the guide to using SysMan Utilities from Sysgem AG.

For further information see also:

- SysMan Remote Control User Guide
- SysMan Utilities On-Line Reference
- SysMan Utilities Professional Edition: Installation and Configuration Guide

Product Range

There are the following editions of SysMan Utilities:

1. *SysMan Remote Control*: is a stand alone console for accessing the desktops of remote Windows systems. It is typically installed on administrator workstations and is licensed per administrator.

2. *SysMan Utilities Standard Edition*: is a stand alone console for managing remote Windows systems. It is typically installed on administrator workstations and is licensed per administrator. It includes SysMan Utilities and SysMan Remote Control to remotely manage and access PCs and Windows Servers.

3. *SysMan Utilities Professional Edition*: includes the same SysMan Utilities and SysMan Remote Control but also has:

- Multiple SysMan user accounts that are managed centrally.
  Individual SysMan accounts are separately allocated to Windows administrators and each can be assigned different access permissions. The product, thereby, is able to be used to delegate distinct management responsibilities to different administrators.

- A central Audit Trail that keeps records of the activities of all management actions undertaken by the product.
  It records:
    - the identity of the remote machines on which the action was taken
    - the identity of the administrator
    - the date and time
    - the details of the transaction

SysMan Utilities Professional Edition is typically installed on a Windows Server for its central management and control and the console component (only) is typically installed on administrators' workstations.

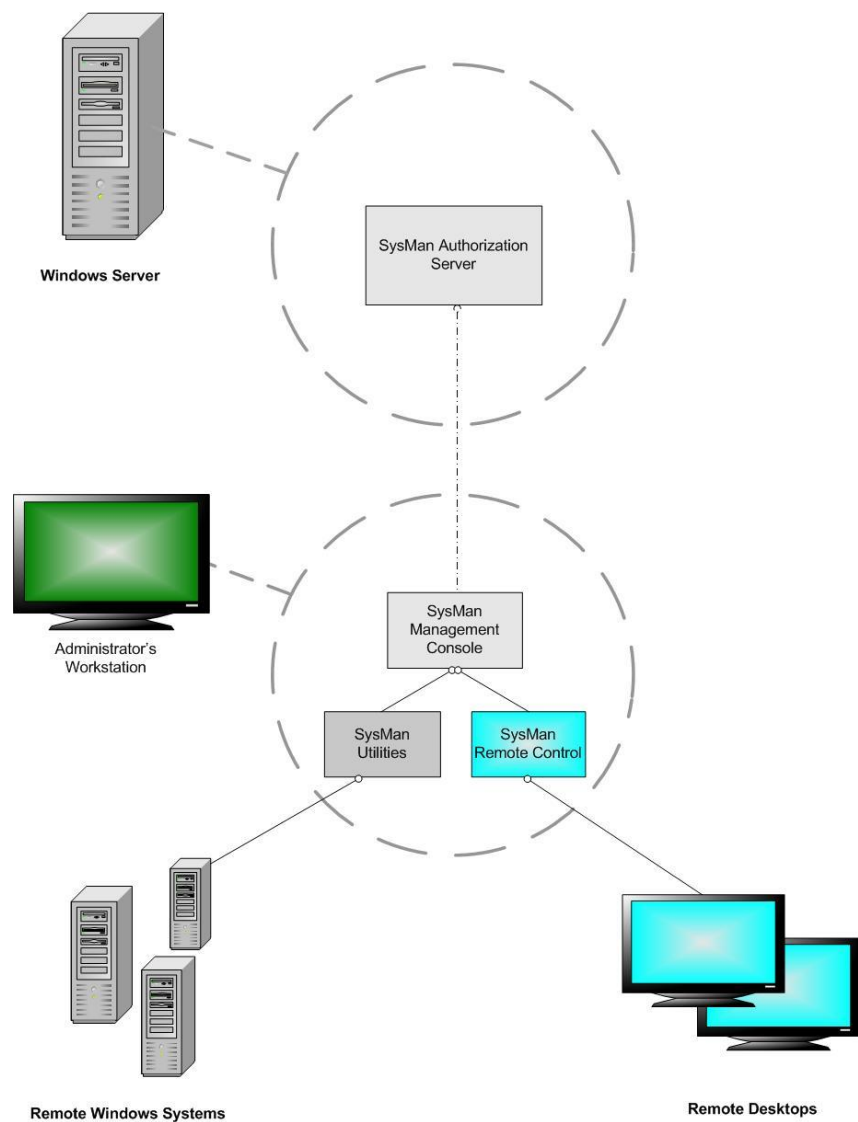For further information on SysMan Utilities, please contact:

sales@sysgem.eu

SysMan Architectural Concept

Components

SysMan Utilities Professional Edition is comprised of the following components:

SysMan Authorization Server: - is typically installed on a central Windows Server and is used to hold the identity and permissions of SysMan users. It is also the place where the Audit Trail is recorded.

SysMan Management Console: - is typically installed on administrators' workstations and provides the user interface for the two sub-components: '*SysMan Utilities*' and '*Sysgem Remote Control*'.

SysMan Utilities: - has a number of system management tools for managing remote Windows systems. The tools run inside display windows that can be connected simultaneously to multiple remote machines.

SysMan Remote Control: - is used to access remote Windows desktops and take control over the logged in Windows sessions. SysMan Remote Control can be connected to multiple remote desktops, each connection being in a separate display window.

SysMan Remote Control Server: - is installed on a remote desktop machine when SysMan Remote Control first connects to that machine.

Using SysMan

Getting Started

Starting the SysMan Management Console (GUI)

Start the SysMan Management Console using the Windows "Program Start" menu or by using the shortcut placed on your Windows desktop.

Logging In

SysMan Professional has been preset with two accounts:

- "System" (a system privileged account)
- "SysMan" (a normal privileged account)

The preset password for both these accounts is :

- sysgem

(Passwords are case-sensitive. Here, the password is all in lower case)

Press "Select" in the "Authorization Server" box of the login screen to enter the name (or IP address) of the machine running the SysMan Authorization Server. The port number should be entered as "7240".

If the GUI is running on the same machine as the SysMan Authorization Server, then "Localhost" should be entered into Authorization Server field.

SysMan Desktop

Having logged into SysMan you will be presented with the following SysMan desktop:
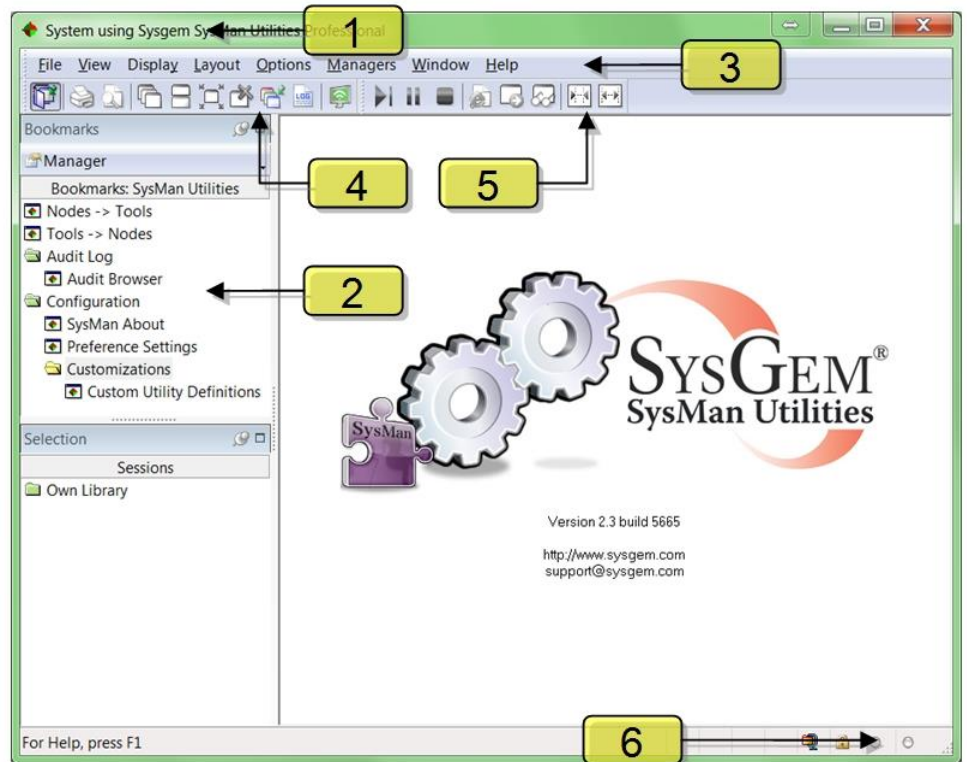
1. Title Bar

The name of the logged-in SysMan user is shown in the title bar across the top of the SysMan desktop screen.

2. Bookmarks Pane

Use the "Bookmarks Pane" for:

- Starting explorer windows for monitoring and managing remote systems
- Starting the explorer windows to launch SysMan Remote Control on remote systems
- Launching the Audit Browser
- Starting the Preferences Settings window
- Starting the 'SysMan About' window
- Saving and restarting SysMan Sessions

3. Main Menu Options

All options in SysMan are available from the main SysMan menu bar. The options may change depending on whether any SysMan display windows are active and selected. Some menu options may not be available if you do not have sufficient privileges set in your SysMan user profile.

4. Main Toolbar

The main SysMan toolbar provides shortcuts to the commonly used menu options. The toolbar may be removed by de-selecting the main menu option "View" > "Main".

5. Display Options Toolbar

The Display Options toolbar provides additional features that can be useful for working with the data displayed in a display window. The toolbar may be removed by de-selecting the main menu option "View" > "Display".

6. Status Bar

The status bar appears at the very bottom of the SysMan desktop. Its main use is to show the progress of transactions with remote systems. On the right of the status bar are a number of icons that illuminate when there is communication activity.

Starting with the right-most icon, their purposes are to indicate that:

- Information is being received from the Authorization Server
- Information is being transmitted to the Authorization Server
- Communication with the the Authorization Server is encrypted
- Network data is compressed
- Information is being written to the Archive database
- A message is being written to the logfile
- A script is running in the GUI

It is also possible to get a description of each icon by displaying a tool-tip for each. Move the mouse pointer over the icon and a tool-tip description will be displayed.
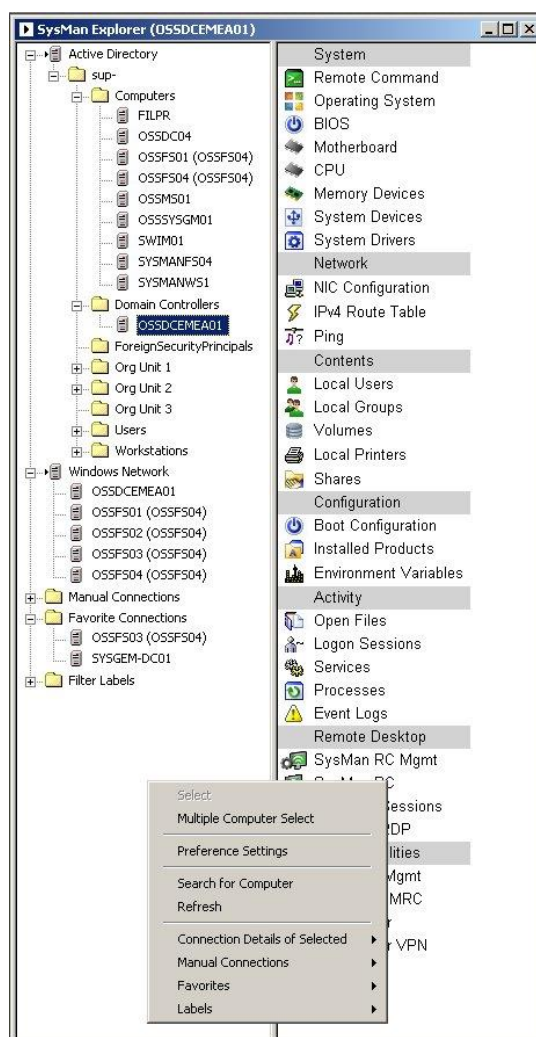
SysMan Utilities

Overview

The start point for using SysMan Utilities is the "SysMan Explorer" option that can be found under the Bookmarks selection pane. Selecting this option opens a window, as follows, that you can use to explore the computer network. The network tree is shown in the left portion of the Explorer display window.

SysMan Explorer

Use the '*SysMan Explorer'* window to browse for the computer that you want to manage (or use the "Search for Computer" menu option to find the computer). Select the required computer in the left pane and then select the required tool in the right pane.

n order to open a tool and run procedures on a remote computer you need to have the appropriate access credentials to that computer. For information about remote access credentials see the SysMan Utilities User Guide that can be found by selecting the help menu option at the top of the SysMan desktop window.

Selecting Multiple Computers

If you need to start a tool on more than one computer, then instead of selecting a single computer in the left pane of the Explorer window, select the 'container' in which the computers reside in the left pane. A 'container' could be, for example, the "Computers" container in Active Directory, or an Organizational Unit, or simply the "Windows Network", or one of your own 'Label' names.

After selecting a container in the left pane of the Explorer window, you will see a list of computers that are held in that container appearing in the right pane. Select multiple computers in the right pane and then select the menu option: "Multiple Computer Select" by using the right mouse key.
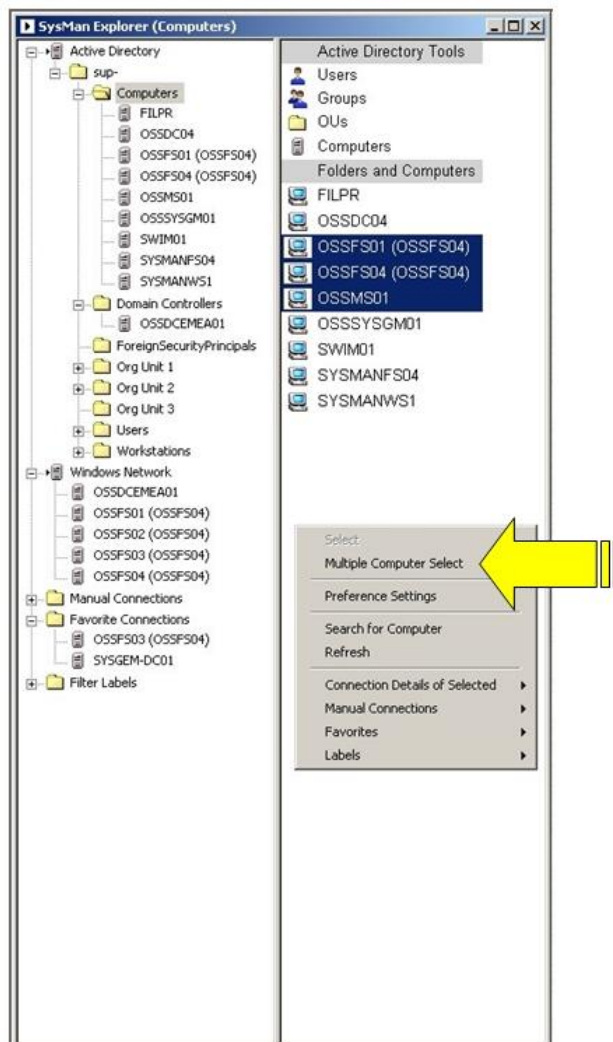
In the example above the 'Computers' container from Active Directory has been selected and in the right pane three of those computers have also been selected.

After selecting the menu option: "Multiple Computer Select" a new window will appear showing the list of tools that may now be used with the multiple selected computers.

The screenshot below shows the list of tools that are available with the three selected machines from the previous screenshot.
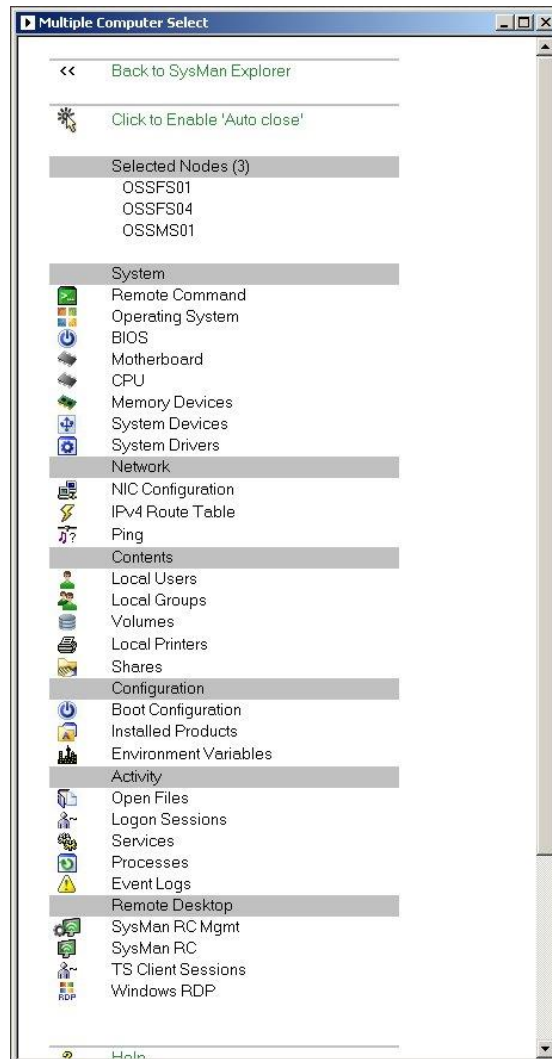

Any of the tools that are invoked from this window will produce a single tool window on the right hand side of the screen with the information from all selected computers in that one window.

This makes it very easy to work with several computers at once.

Help on SysMan Utilities Features:

For details on all the SysMan features and tool menu options, please refer to the "SysMan Utilities On-line Reference" found under "Help" on the SysMan Utilities desktop:
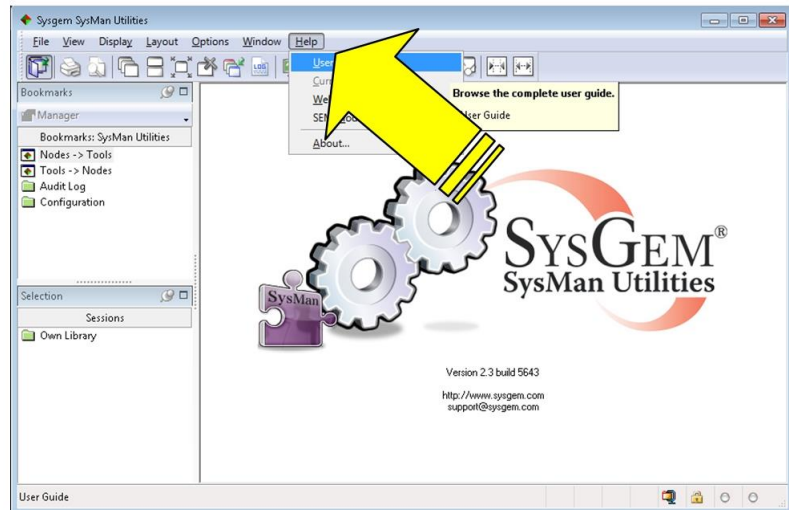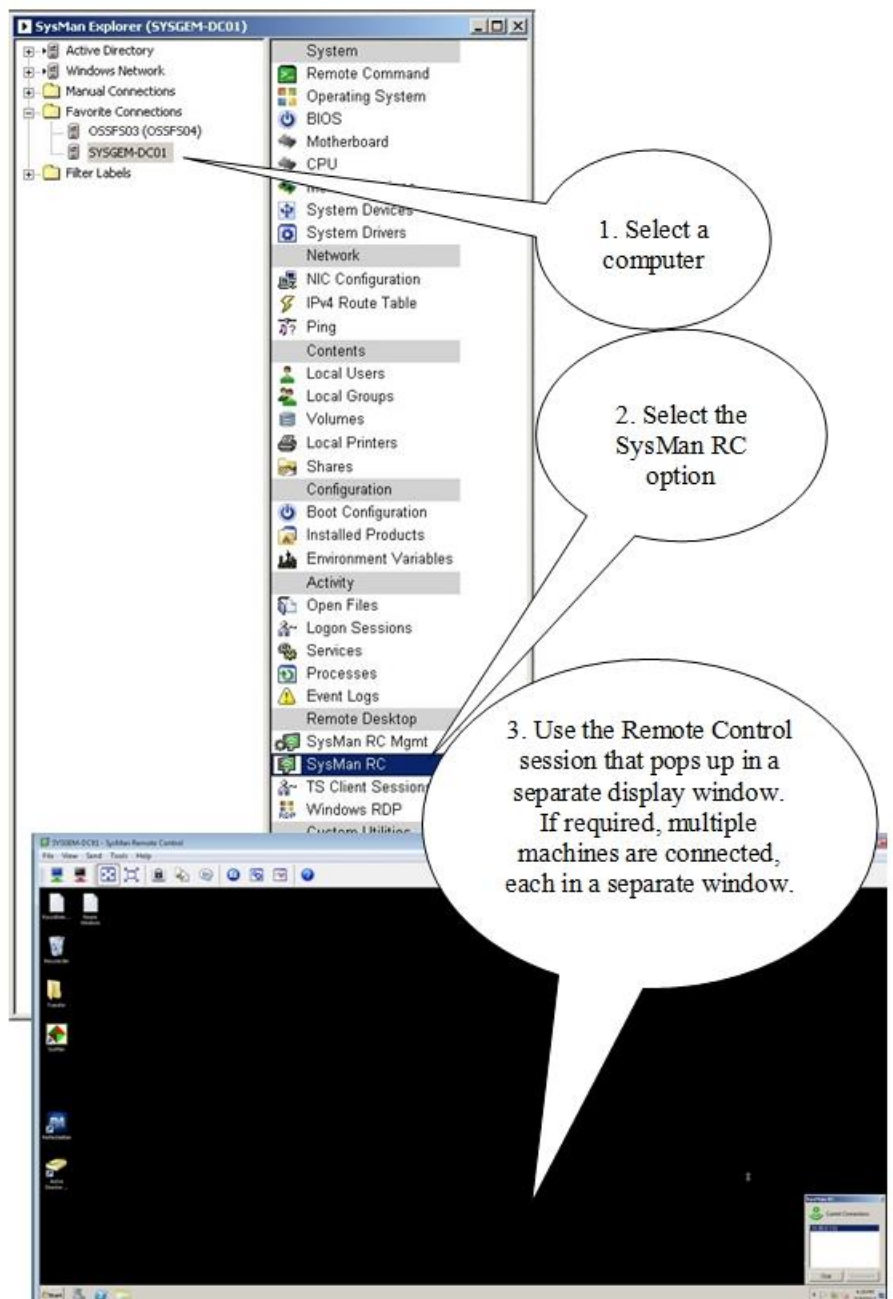

… or by using the help button on individual display windows and input forms for information specific to the context of those windows or input forms.
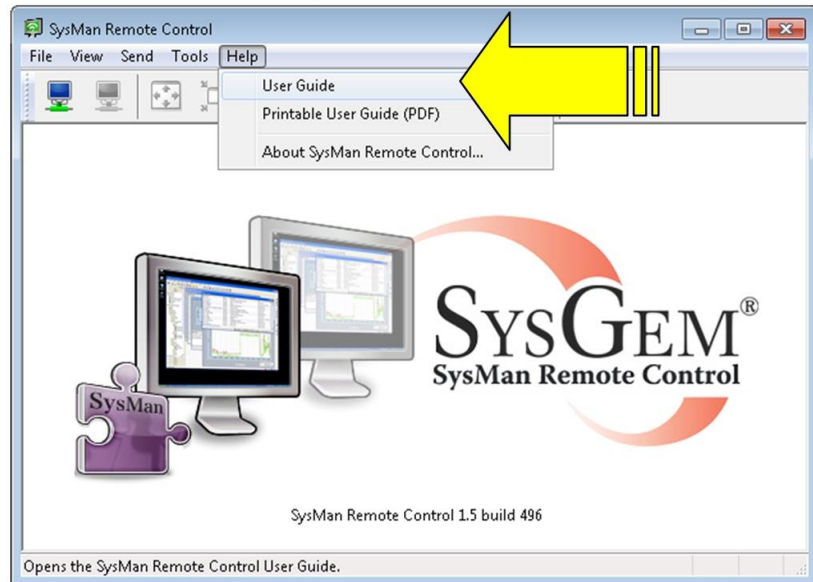
SysMan Remote Control

Overview

Select a computer in the 'SysMan Explorer' display window and then select the 'SysMan RC' option to start a remote session in a separate window.

Help on Remote Control Features

For full information on using SysMan Remote Control, please refer to the SysMan Remote Control User Guide.
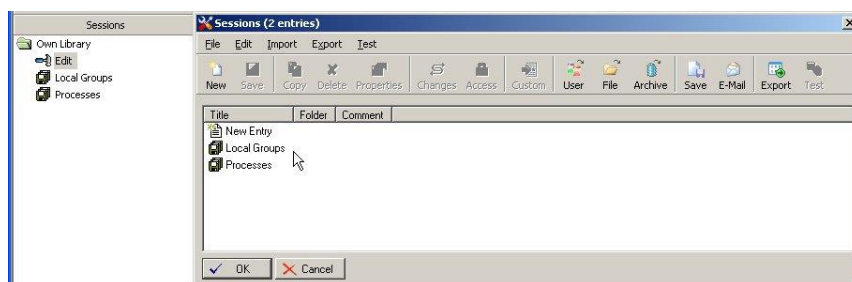
Saved Sessions

Saving and Restoring SysMan Sessions

You may often find that you need, repeatedly, to use combinations of SysMan tools with the same combinations of remote computers. It is then useful to be able to save the windows that are already open and connected to a particular set of computers and then, later, be able to restart the same windows against the same computers. This makes use of the SysMan feature known as "Saved Sessions".

To save SysMan windows that are currently open, either click on the main menu option "File" > "Save Session", or:

1. Select the "Sessions" tab in the Bookmarks pane
2. Expand the folder "Own Library"
3. Double click on "Edit"
4. Click on "New"
5. Give the set of saved windows a name
6. Click on "Save" – a new saved session icon will appear below the "Own Library" folder.

To restore a saved session – simply double click on the Session icon under your "Own Library". This will close any windows that are currently open and re-open the windows that were previously saved. As the windows open they will re-establish the connection to the appropriate computers and refresh the displayed data.

If you do not want to close all the windows before restarting a session, then press the shift key while you click on the session icon and the saved displays will open in addition to the ones already open.

Filters

Standard SysMan Filters

SysMan is provided with a number of pre-defined filters that can be applied to all the Tools displays. Right click in a display window and select the "Filters" option – or click on the filter icon in the bottom bar of a display window to bring up the list of filters in the filters selection pane.

The example below is of the Services display window. The "Filters" option has been selected and the tab "SysMan Sysgem Utilities" has been selected to show the standard filters shipped with the product for this particular display.
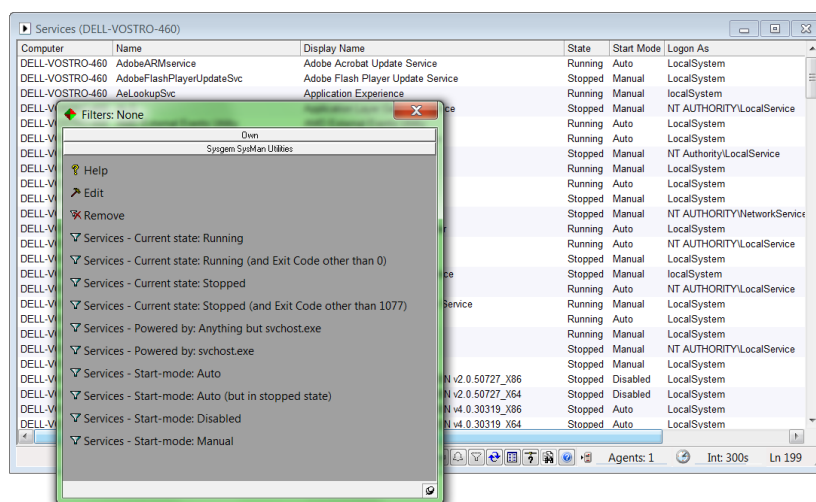
In the example, there are 199 services being displayed in the window (see the entry "Ln 199" in the bottom right corner of the screen indicating that 199 lines of information are being shown in the window).

If you wanted to see how many of those services were in a stopped state, but at the same time had been set to automatically start when the system booted, then select the filter:

"Services – Start-mode: Auto (but in a stopped state)"

Selecting this filter causes the display window to change so that all other categories of services are temporarily hidden:
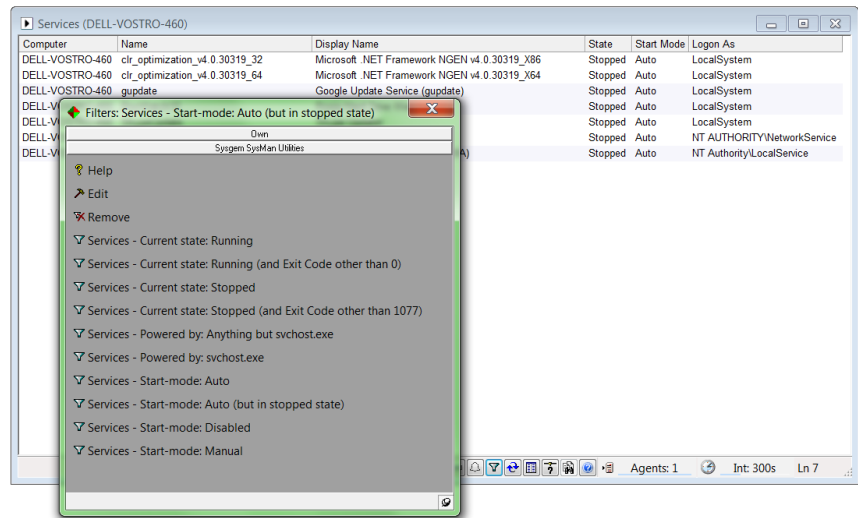
Now only seven lines of services are shown and an examination of the "State" and "Start Mode" columns shows that these are the services that are stopped, but have a Start Mode of "Auto".

To remove this temporary filter click "Remove" in the filters selection pane and the original 199 services are again re-displayed.

Incidentally, this particular display window has an automatic refresh every 5 minutes (see the field next to the "Ln 7" field that shows "Int: 300s" - i.e. refresh every 300 secs), so whether filters have been applied or not, the information will still be updated every 5 minutes.

To view how the filters have been defined, use the "Edit" option on the filters selection pane – but take care not to modify these filters. If you do, the modification will be visible to other users and risks being overwritten when a new version of SysMan is installed on your system.

If you do want to modify a filter, first select the Own tab on the Filters pane and copy a filter into your own library (see the next section for details). Any modifications you make to your 'Own' copy will be retained after the software has been updated.

Saving the window (with a filter set) in a 'saved session' will keep the filter set on the window for when the Session is restarted.

Please note that the Filter selection pane is a fully modal window and needs to be closed before any other window is selected.

Defining Your Own Filters

You can create your own filter from scratch or you can start with a filter taken as a copy from a standard SysMan filter.

To copy a standard filter:

1. First open any Tools display from "SysMan Explorer"

2. On the tool display window use the right mouse key to select the "Filter" option to open the Filter selection pane

3. Select the "Own" tab on the Filter selection pane

4. Press "Edit" to edit your own filter library

5. Then use the option:

   "Import" > "From User or Library" (& select: "Sysgem SysMan Utilities")
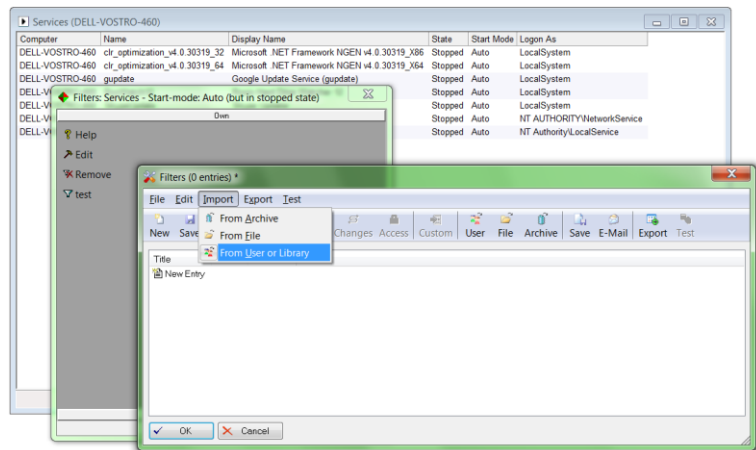
6. You can then choose any of the standard filters to copy into your own library for modification.

7. Please note that filters are normally restricted so that they apply only to nominated display types. When in the context of a particular display, the filters for that display type (only) are displayed for selection. The displays to which filters can be applied are defined on the "Displays" tab when editing a filter.

8. The "Criteria" tab (shown when editing a filter) holds the details of how data in the display window will be used in applying the filter.
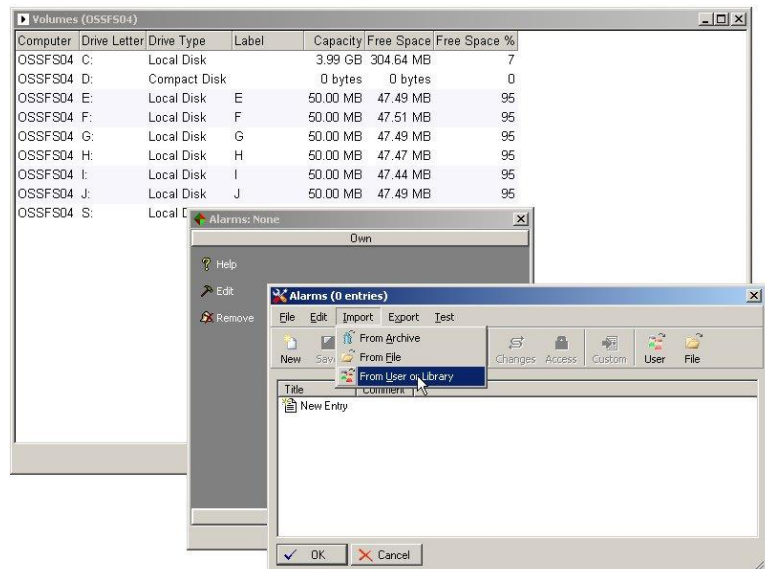
Alarms

Alarms are shipped with *SysMan Professional Edition* as a 'taster' to give an indication of how they can be (more practically) used in the *SysMan Enterprise Edition.*

Monitoring displays in the *SysMan Enterprise Edition* can be run in background mode, 24/7, without there being anyone currently logged into SysMan, which means it is a much more practical proposition to monitor with the *SysMan Enterprise Edition* than with the *SysMan Professional Edition*.

An example alarm is shipped with the "Volumes" tool in the Professional Edition to demonstrate the capability. Copy this alarm into your "Own" Alarms library using the following procedure:

1. First open the "Volumes" tool from "SysMan Explorer"

2. On the tool display window use the right mouse key to select the "Alarms" option to open the Alarms selection pane

3. Select the "Own" tab on the Alarms selection pane

4. Press "Edit" to edit your own Alarm library

5. Then use the option:

   "Import" > "From User or Library" (& select: "Sysgem SysMan U

6. Then select the "*Volumes – C Drive less than 10% Free Space*" Alarm to copy into your own library for modification

Applying an Alarm on a Display

On the "Volumes" tool display select the "Alarms" option (either via the right mouse option or the Alarm icon in the bottom margin of the display) and double click on the "*Volumes – C Drive less than 10% Free Space*" Alarm. If the C: drive has less than 10% free space, then the alarm will immediately trigger and the alarm banner will be displayed at the bottom of the screen:
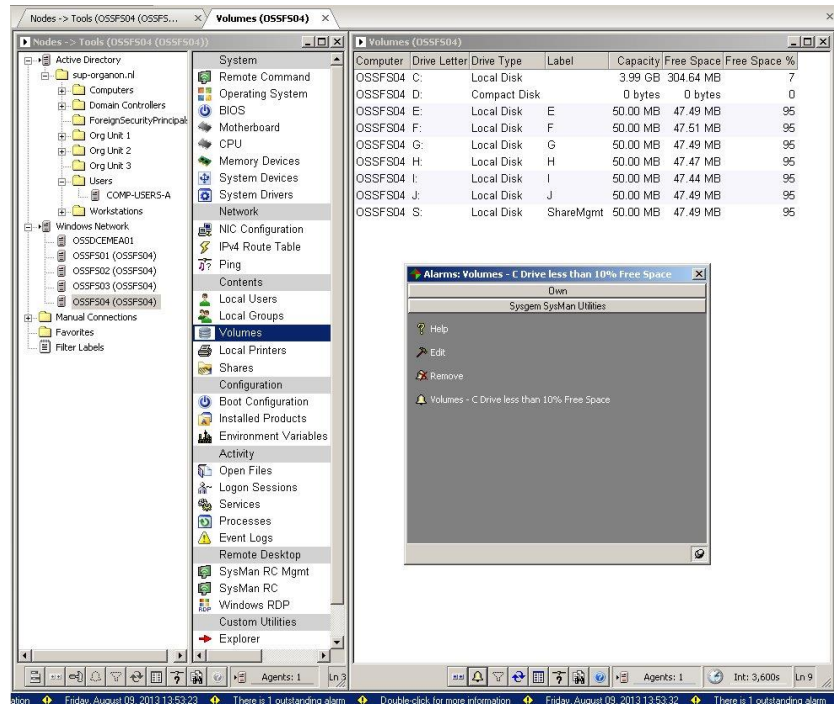
If the C: drive has more than 10% free space, then the alarm (even though it is applied to the window) will not trigger.

Modify the Alarm so that it will definitely trigger, either by changing the 10% threshold or by changing the drive letter on which monitoring is taking place. Do this by using the "Edit" option on the Alarms selection pane. Remember that you should only modify Alarms that are in your "Own" library, or other people will see the changes you have made and in any case an upgrade of the SysMan software will overwrite any changes you make.

Cancelling an Alarm

As with the Filter Selection pane, the Alarm selection pane is a fully modal window and needs to be closed before any other window is selected, so close the Alarm selection pane.

Double click on the scrolling alarm banner at the bottom of the window and select the 'Cancel' or 'Cancel All' option in the pop-up Alarm status window.

Removing an Alarm from a Tool Display Window

When an Alarm has been set on a window, the Alarm icon in the bottom margin of the window will be illuminated. Click on this icon to reveal the Alarm selection pane, and then click "Remove" to remove the Alarm from the window.

Note that closing a Tool display window and re-opening it again will also remove the alarm from the window.

Saving the window (with an alarm set) in a 'saved session' will keep the alarm set on the window for when the Session is restarted.

Alarms in SysMan Enterprise Edition

Alarms in the SysMan Enterprise Edition are used in conjunction with displays to detect potential errors and attempt to correct them and / or inform others of the error condition.

Typical errors are:

- Loss of network connection
- Disk errors
- Disk full
- Printer off-line
- Break-in attempts
- Machines and processes not available

Alarm definitions can interface to log files, SMS, pagers, help desk packages, etc. and/or run scripts to take corrective actions, as required.

Access Permissions to Remote Systems

Accessing Remote Systems

Before SysMan can be connected to a remote machine, it has to have the appropriate access permissions by one of two means:

- The Windows user account of the SysMan user has the appropriate default access rights through Windows permissions

- A username and password for a Windows account that does have the appropriate access rights is known by the SysMan user

This access information is normally permanently held by SysMan for each remote machine to be visited. Access permissions can be changed at any time using the '*Connection Preferences*' option under SysMan '*Preference Settings*'.

When connecting '*Remote Control*' to a remote machine there are two additional and alternative access methods that may be set using '*Connection Preferences*':

- By knowing a SysMan password that has been applied to the Remote Control Server

- By always being prompted afresh for a username and password each time a connection is initiated

Connection Preferences

The following shows the '*Connection Preferences'* Option from '*Preference Settings'*:
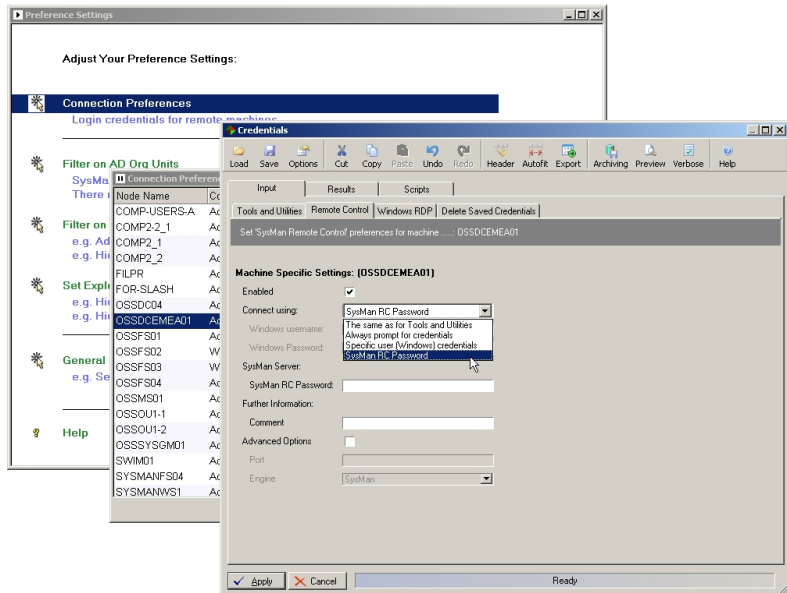
Further help is available by selecting the help icons on the '*Connection Preferences*' display window and the '*Credentials*' input form.

Troubleshooting

Knowledge Base Pages on the Sysgem Web Site

Please consult the Knowledge Base Pages on the Sysgem web site for any difficulties that you may encounter when using this guide.

http://www.sysgem.eu/knowledgebase.

If that fails to resolve the issue, please email the support team at the following email address:

support@sysgem.eu