faronicscore

User Guide

Faronics
Intelligent Solutions for **ABSOLUTE** Control

Last modified: April 2023

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Faronics Core

Faronics Core provides enterprise deployment and management capabilities for Faronics' software solutions.

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Important Information

This section contains important information about your Faronics Product.

About Faronics

Faronics delivers market-leading solutions that help manage, simplify, and secure complex IT environments. Our products ensure 100% machine availability, and have dramatically impacted the day-to-day lives of thousands of information technology professionals. Fueled by a market-centric focus, Faronics' technology innovations benefit educational institutions, health care facilities, libraries, government organizations, and corporations.

Product Documentation

The following documents form the Faronics Core documentation set:

- *Faronics Core User Guide* — This document guides you how to use the product.
- *Faronics Core Release Notes* — This document lists the new features and known issues and closed issues.
- *Faronics Core readme.txt* — This document will guide you through the installation process.

Technical Support

Every effort has been made to design this software for ease of use and to be problem free. If problems are encountered, contact Technical Support:

Email: support@faronics.com

Phone: 800-943-6422 or 604-637-3333

Hours: 7:00am to 5:00pm (Pacific Time)

Contact Information

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- Email: sales@faronics.com
- Phone: 800-943-6422 or 604-637-3333
- Fax: 800-943-6488 or 604-637-8188
- Hours: 7:00am to 5:00pm (Pacific Time)
- Address: Faronics Technologies USA Inc.

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Definition of Terms

Term	Definition
Faronics Core Agent	The Faronics Core Agent, that is installed on the workstation, enables communication between the workstation and the Faronics Core Database.
Faronics Core Console	The user interface used to manage and monitor Core Servers and workstations.
Faronics Core Database	The database stores the workstation list.
Faronics Core	Faronics Core consists of the Faronics Core Database, Faronics Core Console, Faronics Core Database and the Faronics Core Agent.
LDAP	Lightweight Directory Access Protocol (LDAP) is an application protocol for querying and modifying data of directory services implemented in Internet Protocol (IP) networks.
Loadin	A Product Loadin is a software library that adds new product-specific functionality to Faronics Core.
MAC	A Media Access Control address (MAC address) or Ethernet Hardware Address (EHA), hardware address, adapter address or physical address is a quasi-unique identifier assigned to most network adapters or network interface cards (NICs) by the manufacturer for identification. If assigned by the manufacturer, a MAC address usually encodes the manufacturer's registered identification number.
StorageSpace	StorageSpace is a *Folder* created by Faronics Core Agent on the workstation. Loadin data is stored on the StorageSpace.
Synchronous Task Status	Faronics Core Server does not assume the task status once the task is launched, but constantly monitors and updates the task status from the workstation to provide a reliable task completion result to the administrator.
UAC	User Account Control (UAC) is a technology and security infrastructure introduced with Microsoft's Windows Vista operating system. It aims to improve the security of Microsoft Windows by limiting application software to standard user privileges until an administrator authorizes an increase in privilege level.
Wake-on-LAN	Wake-on-LAN (WOL) is an Ethernet computer networking standard that allows a computer to be turned on or woken up remotely by a network message.

Introduction

This chapter introduces the concept of Faronics Core, its components and system requirements.

Topics

Faronics Core Overview

System Requirements

Faronics Core Overview

About Faronics Core

Faronics Core provides enterprise deployment and management capabilities for Faronics' software solutions. Faronics Core also allows the monitoring and management of multiple workstations from a central location. Faronics Core displays the current status of managed workstations and allows commands to be applied to one or more of those workstations. Faronics Core's basic functionality is extended by installing Product Loadins. These Loadins extend the functionality of Faronics Core with product-specific status, actions and reports.

Faronics Core has the following components:

- Faronics Core Console (UI Tier) — The user interface used to manage and monitor Core Servers and workstations. A single instance of Faronics Core Console can connect to multiple Core Servers.

- Faronics Core Server (Logic Tier) — The management of workstations, processing of tasks and communication between Faronics Core Console and workstations is done by the Faronics Core Server.

- Faronics Core Database (Data Tier) — The database stores the workstation list and information about the workstation.

- Faronics Core Agent — The Faronics Core Agent, that is installed on the workstation, enables communication between the workstation and the Faronics Core Database

The following diagram represents the various layers in Faronics Core:
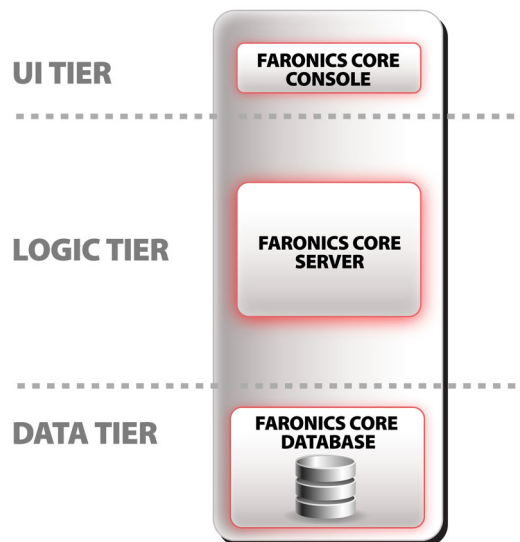
There are separate communication paths from Faronics Core Console to the Faronics Core Database, and from Faronics Core Database to the Faronics Core Agent.

Establishing the Faronics Core Console to Faronics Core Server connection is covered in the section of this guide titled: Connecting to a Faronics Core Server.

Establishing the Faronics Core Agent to Faronics Core Server communication is covered in the section of this guide titled: Faronics Core Agent Installer.

Elements of Faronics Core Server and Faronics Core Database

The following table explains what is stored on Faronics Core Server and Faronics Core Database:

Faronics Core Server	Faronics Core Database
Action Behavior	Workstation list
Custom Workstation Groups	Workstation status and events history
Scheduled Tasks	IP, MAC address, Domain, and Subnet
Configuration settings, including database connection	Operating System on each workstation
LDAP credentials	Users and Roles

The following diagram represents the elements within Faronics Core:
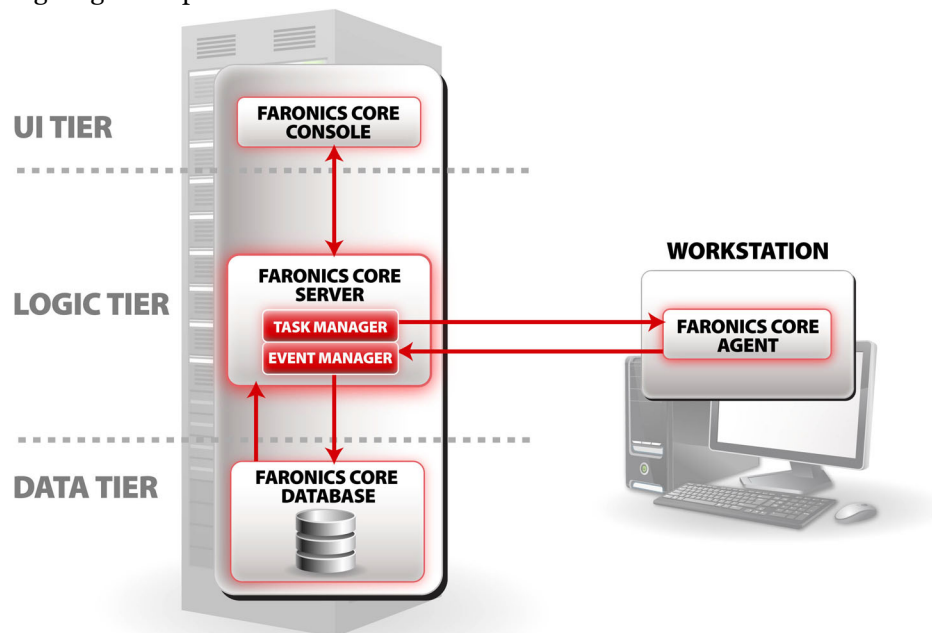
About Product Loadins

Faronics Core implements basic management functionality. Its primary role is to serve as a common platform for the management of other Faronics products. This is accomplished through the installation of Product Loadins. A Product Loadin is a software library that adds new product-specific functionality to Faronics Core.

Products that use Faronics Core consist of two main components: Product Loadin and Workstation Client. The Workstation Client will be the actual product-specific features installed on the workstation. The Product Loadin will be installed only on the Faronics Core Server and allows you to manage the Workstation Client installed on the various workstations.

The product-specific functionality added by a Product Loadin can extend Faronics Core's basic functionality in four ways:

- Properties Tabs

  The *Properties* window is invoked by right-clicking on the main *Faronics Core Server* node and selecting *Properties*. Loadins can add new tabs to this window for general product configuration.

- Workstation Columns

  Product Loadins add new status columns in the main workstation pane. Values for these columns become populated with specific data by the workstations that have that product installed.

- Actions

  Product Loadins add new product-specific actions that can be performed on selected workstations.

- Reports

  Product Loadins add the ability to generate reports compiled from the data reported to the database by the workstations. These generated reports appear under the Reports node in the *Console Tree* pane.

Faronics Core can host multiple Product Loadins at the same time and can manage all products concurrently.

For more information on installing and uninstalling a particular Product Loadin refer to the documentation for the specific Product Loadin.

The following diagram represents Faronics Core with Loadins installed:
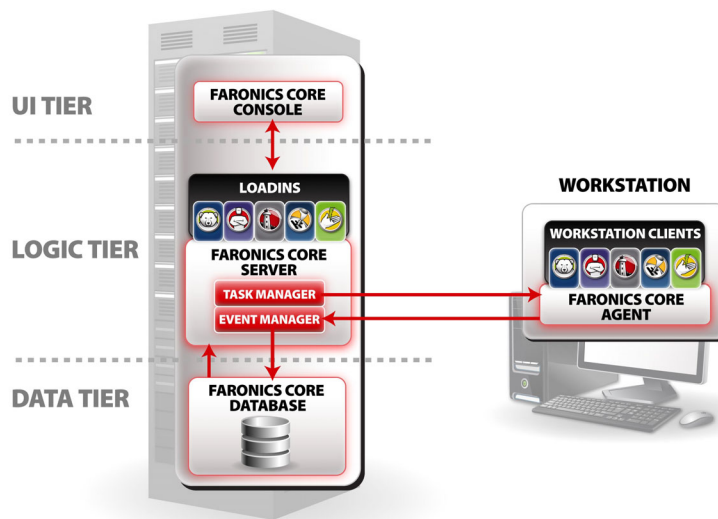
> ⚠️ The Loadins displayed in the user guide are not part of the Faronics Core installation. Loadins are licensed and installed separately.

> ⚠️ The Loadins have to be installed via Faronics Core Console. The Loadins are installed on the Faronics Core Server. Whenever Faronics Core Console connects to the Faronics Core Server, the version of the Loadin on the Faronics Core Server is updated on the Faronics Core Console.

System Requirements

The system requirements for Faronics Core and its components are described in the following section.

Faronics Core Server Requirements

System Requirements

The following system requirements must be met to successfully install Faronics Core Server:

- Windows 10 and Windows 11

- Windows Server 2008 R2, Windows Server 2012, Windows Server 2016, Windows Server 2019, and Windows Server 2022

- The server requires Windows Installer (`MSIEXEC`) 4.5 and Microsoft MMC 3.0, which you must install separately (Faronics Core installer points to a download page if these components are missing).

- The server also requires Microsoft .NET 3.5 SP1 (which can be downloaded and installed by Faronics Core installer, if missing).

Faronics Core Console Requirements

System Requirements

The following system requirements must be met to successfully install Faronics Core Console:

- Windows 10 and Windows 11

- Windows Server 2008 R2, Windows Server 2012, Windows Server 2016, Windows Server 2019, and Windows Server 2022

- The console requires Windows Installer (`MSIEXEC`) 4.5 and Microsoft MMC 3.0, which you must install separately (Faronics Core installer points to a download page if these components are missing).

- The console also requires Microsoft .NET 3.5 SP1 (which can be downloaded and installed by Faronics Core installer, if missing).

Faronics Core Database Requirements

System Requirements

One of the following supported editions:

- Microsoft SQL Server 2008 R2 (all editions)

- Microsoft SQL Server 2012 (all editions)

- Microsoft SQL Server 2014 (all editions)

- Microsoft SQL Server 2016 Express or Microsoft SQL Server 2016 R2 Express

- Microsoft SQL Server 2019 (all editions)

- Microsoft SQL Server 2022 (all editions)

> ⚠️ Microsoft SQL Server 2016 Express is included with Faronics Core Console and is perfectly acceptable for deployment sizes of 500 machines or less. Deployments of 500 to 1,000 machines can use the Express edition but may experience performance issues. For deployments over 1,000 computers it is highly recommended to use the Standard or Enterprise versions of SQL Server.

> ⚠️ The Microsoft SQL Server used by Faronics Core can be local to the Faronics Core Server machine (which will be the case if you install the 2016 R2 Express edition provided with the installer), though for larger deployments, of over 10,000 machines, it is highly recommended to connect to a remote SQL Server instance.

Workstation Requirements

System Requirements

The Faronics Core Agent can be installed on any computer running the following Microsoft Windows operating systems:

- Windows 7 , Windows 8.1, Windows 10, and Windows 11

- Windows Server 2008 R2, Windows Server 2012, Windows Server 2016, Windows Server 2019, and Windows Server 2022

- 800 MB available hard disk space on the system disk

> ⚠️ Faronics Core Agent 3.2 (or higher) is only compatible with Deep Freeze 7.0 or higher (or higher). If you are running an older version of Deep Freeze on the workstation, upgrade to Deep Freeze 7.0 before upgrading the Faronics Core Agent.

Installing Faronics Core

This chapter describes the installation process of Faronics Core.

Topics

Installation Overview

Installing Faronics Core

Installation Overview

Installation and configuration of Faronics Core Console involves the following steps:

- Installing Faronics Core prerequisites (see System Requirements)
- Installing Faronics Core (Faronics Core Console, Faronics Core Database and Faronics Core Server)
- Accessing Faronics Core Console

If the software prerequisites for Faronics Core have not been met, the installer will download and install them or point to a location where you can download from.

Downloaded and/or installed prerequisites:

- SQL Server System CLR Types 2016 R2
- Microsoft SLQ Server 2016 R2 Management Objects
- SQL Server Client 2016 R2

Download site opened in browser during install (after installing these components, you must manually restart the Faronics Core installer):

- Windows Installer (`MSIEXEC`) 4.5 or higher
- MMC 3.0 or higher

When Faronics Core Console is run for the first time, the Faronics Core Setup is launched automatically. Refer to the Faronics Core Setup section for more information.

Installing Faronics Core

Faronics Core is installed using the Install Wizard. To install Faronics Core, complete the following steps:

1. Double-click *FaronicsCore.exe* file to begin the installation process.

2. Read and accept the License Agreement. Click *Next* to continue.
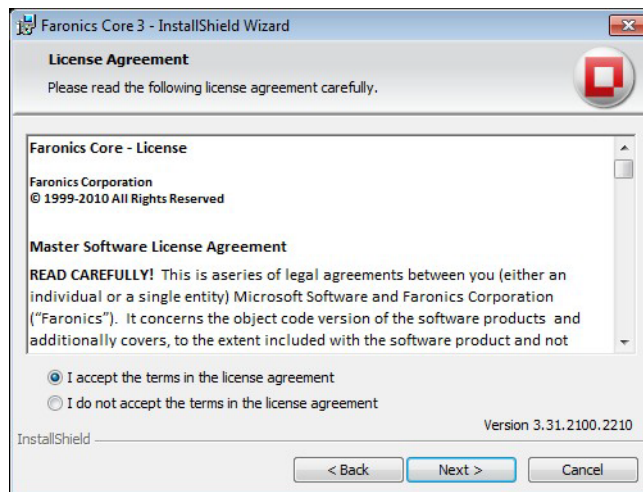
3. There are two options to install Faronics Core components:
   — Select *Install Faronics Core Console and Server* to install both Faronics Core Console and Faronics Core Server on the same computer.
   — Select *Install Faronics Core Console only* to install only the Faronics Core Console on the computer. Select this option if the Faronics Core Console and the Faronics Core Server are on two different computers.
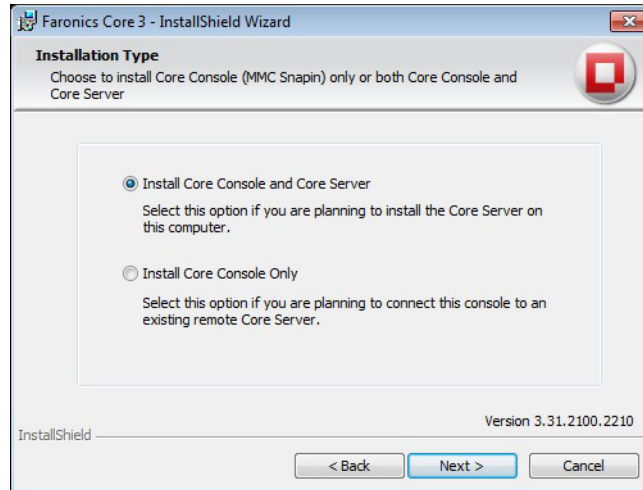
4. To use a local SQL Server instance, select *Download and install Microsoft SQL Server 2016 R2 Express Edition*.

> ⚠️ Microsoft SQL Server 2016 Express is included with Faronics Core Console and is perfectly acceptable for deployment sizes of 500 machines or less. Deployments of 500 to 1,000 computers can use the Express edition but may experience performance issues. For deployments over 1,000 computers it is highly recommended to use the Standard or Enterprise versions of SQL Server.

> ⚠️ The Microsoft SQL Server used by Faronics Core can be local to the Faronics Core Server machine (which will be the case if you install the 2016 R2 Express edition provided with the installer), though for larger deployments of over 10,000 computers, it is highly recommended to connect to a remote SQL Server instance.
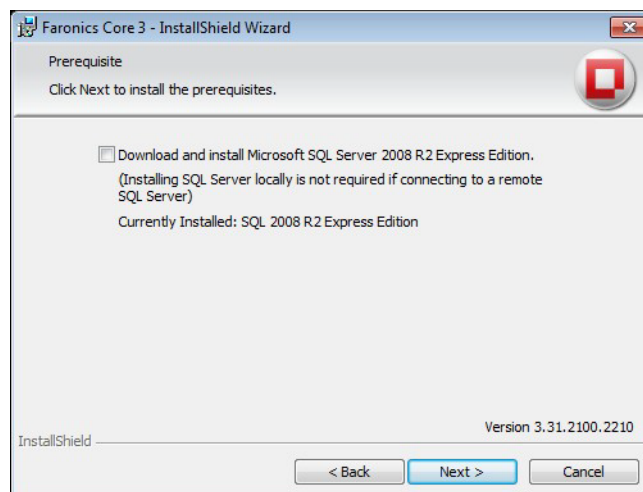
5. Specify the install location and click *Next*. The default is *C:\Program Files\Faronics Core\Console*. Select the *Add a shortcut to the desktop* check box to add a shortcut. Click *Install*.
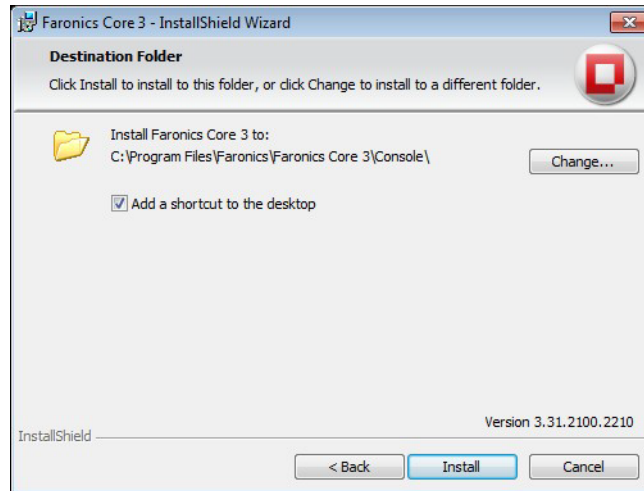
6. Click *Finish* when the installation is completed. Faronics Core Console is launched automatically to complete the installation process.
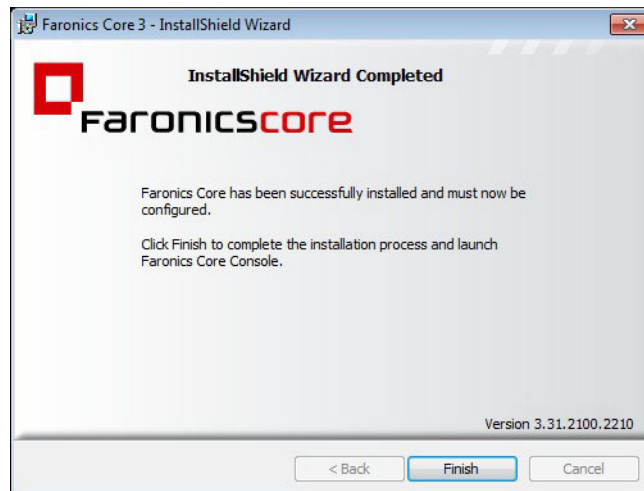
Accessing Faronics Core Console

Faronics Core Console can be accessed through *Start > All Programs > Faronics > Faronics Core Console*.

You can also access Faronics Core Console via the shortcut on the desktop.

Configuring Faronics Core via the Faronics Core Setup

This chapter explains the Faronics Core Setup that allows you to configure Faronics Core Console, Faronics Core Server, and Faronics Core Database.

Topics

Faronics Core Setup

Faronics Core Setup

The Faronics Core Setup allows you to configure Faronics Core Console, create or backup Security Certificates, create the first administrator and configure the Faronics Core Database.

Configuration Steps for the Faronics Core Setup (Express Setup)

1. When Faronics Core Console is run for the first time, the following screen is displayed. Select *Express* for the recommended options. Click *Next* to continue.
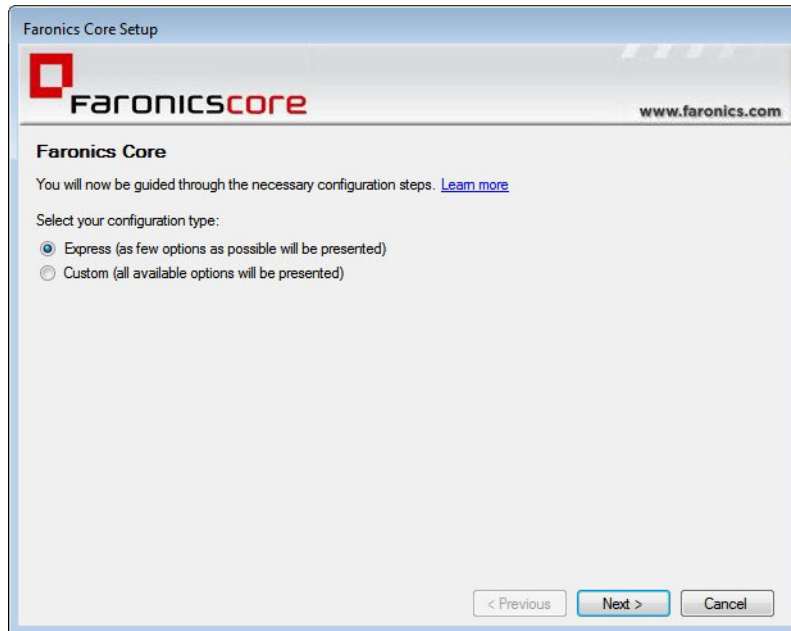
2. Create a new *Administrator*. An initial Administrator account must be created. Only authorized users can perform actions using Faronics Core. This initial Administrator account will allow you to create other user accounts.
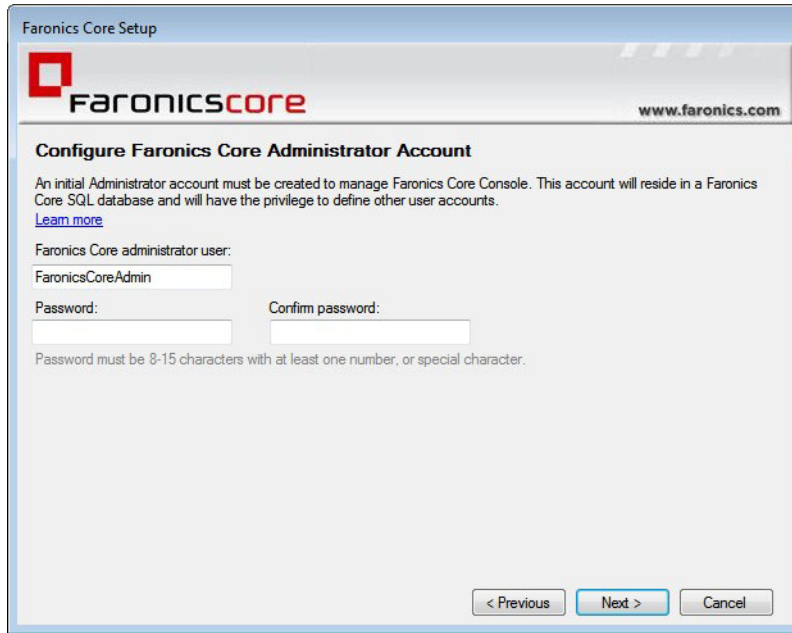
3. Click *Finish* to complete the setup.

Configuration Steps for the Faronics Core Setup (Custom Setup)

1. When Faronics Core Console is run for the first time, the following screen is displayed. Select *Custom*. Click *Next* to continue.
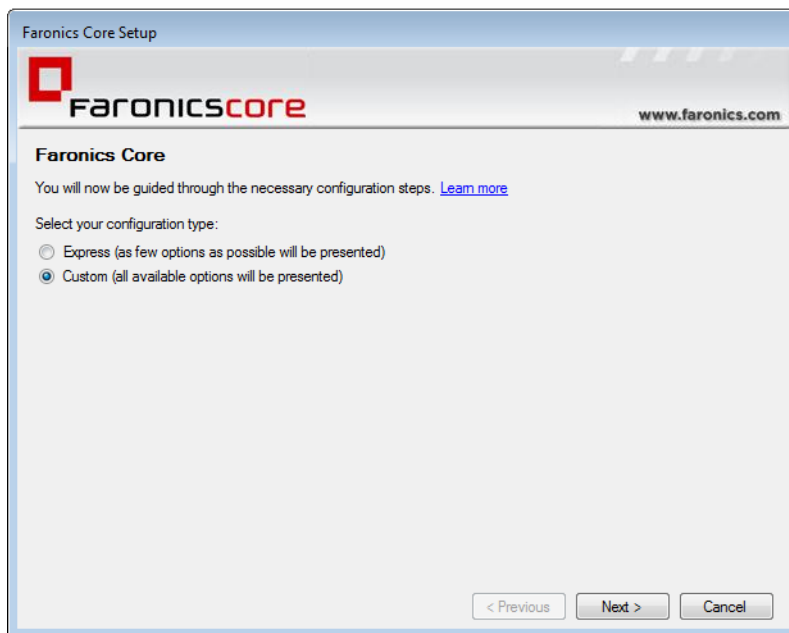
2. Create or import a security certificate. For this example, we have selected *Create a new certificate*. Click *Next*. For more information on the security features of Faronics Core, refer to the section *Faronics Core Security*.
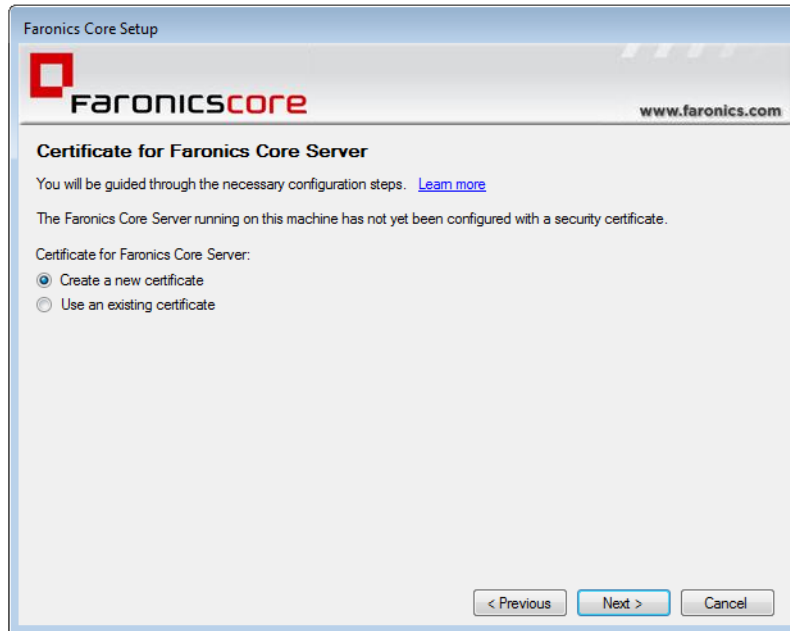
3. Enter Name for the Faronics Core certificate.
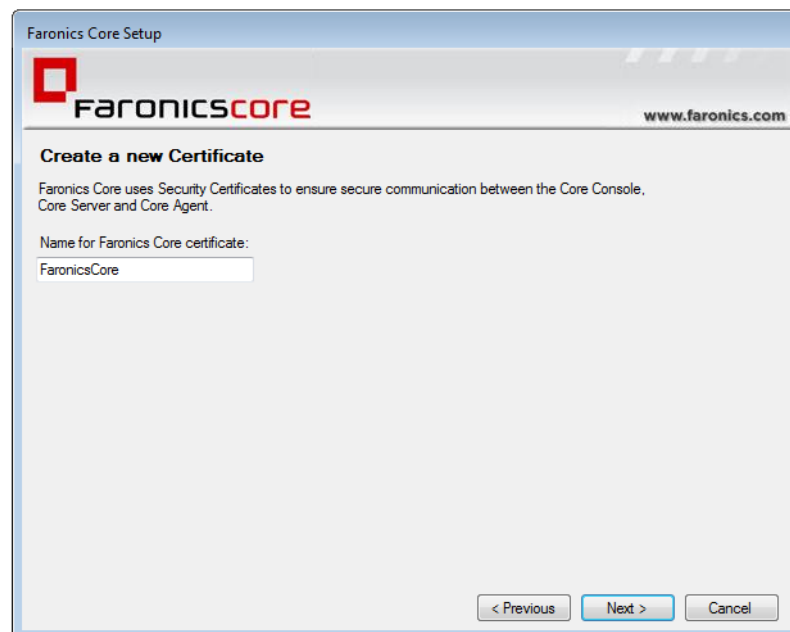
4. Enter the value for the following fields:

*   *Export Certificate (Public and Private Key) for storage or sharing with other Faronics Core Servers to* — select the check box to create a backup of the Public and Private Key. Click *Browse* to select the path. This is necessary when multiple Core Servers need to decrypt communication from the same Faronics Core Agent.

*   *Certificate password* — enter the password for the certificate.

*   *Confirm Certificate password* — re-enter the password for the certificate.

*   *Export Public Key to allow multiple Faronics Core Console to connect to this Faronics Core Server—* Click *Browse* to select the path for backing up the Public Key. This is useful when multiple Core Consoles connect to the same Faronics Core Server.
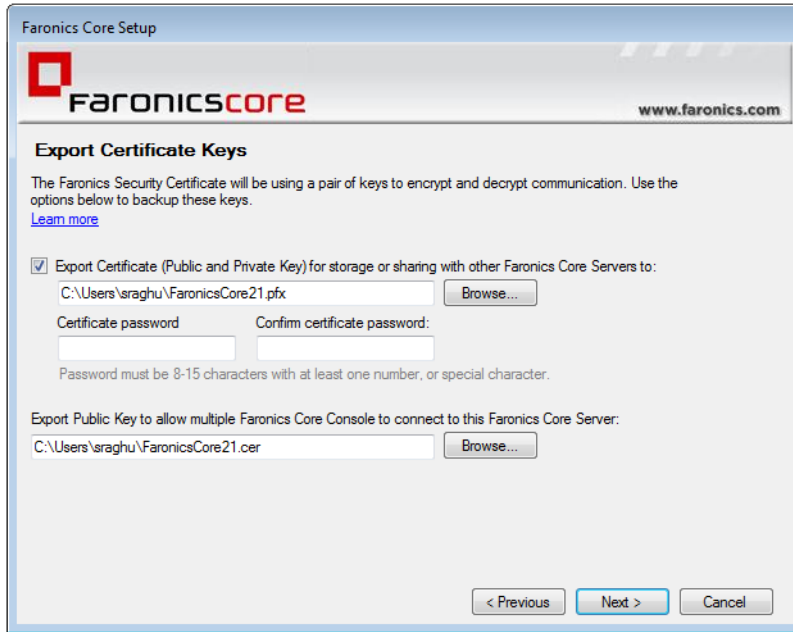
> ⚠️ The certificates are stored in the Windows Certificate Store and can be exported. For more information, visit
> http://technet.microsoft.com/en-us/library/cc737187%28WS.10%29.aspx
>
> The exported certificate can be imported in step 2. This is useful when multiple Core Servers connect to one Faronics Core Console using the same Public Key.

5. Faronics Core Console searches your computer for existing database servers. No action is required during this step.

6. The following screen is displayed when existing database servers are found. If SQL Server (or SQL Server Express) is installed locally and only one instance of SQL Server is installed, the particular server instance is selected as default. Select the database server that you wish to use from the drop-down list. Alternatively, you can enter the name of the database server manually.

- Select *Use Windows Authentication* or *Use SQL Server Authentication* as required. Check with your system administrator which authentication to use for the Faronics Core Server.

- If you choose *Use SQL Server Authentication*, enter the *User name* and the *Password* for the SQL Server.

- You can test the connection to the database server by clicking on *Test*.

  Faronics Core Setup creates three databases on the selected SQL Server instance: *FaronicsCore, FCCMembership and FaronicsCoreReporting*. Unless a local SQL Express version with Windows Authentication is used, login credentials with `sysadmin` role are required in order to create the two databases. Faronics Core Setup will detect if the credentials provided have the required role and if not, you will be prompted to enter a database server administrator's credentials. These credentials are used only temporarily and will be discarded after the databases are created.

- Click *Next*.

7. Create a new *Administrator*. An initial Administrator account must be created. Only authorized users can perform actions using Faronics Core. This initial Administrator account will allow you to create other user accounts.
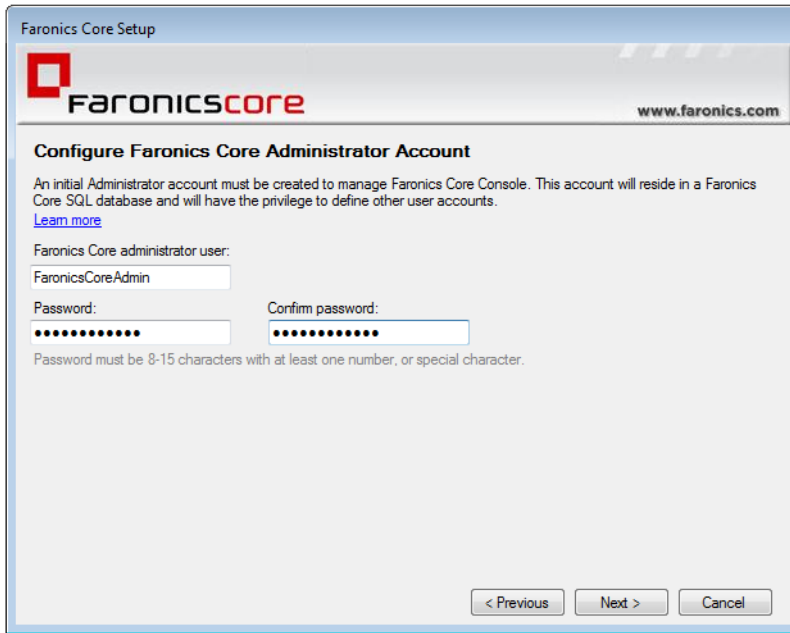
This screen provides the following options:

— *Faronics Core Administrator user* — Specify the user name.

— *Password* — Specify a password. Passwords must be 8 to 15 alphanumeric. It must consist of upper case, lower case and numeric characters.

— *Confirm password* — Re-enter the password.

8. The following screen displays the summary of all the settings. Click *Save...* to save the settings. Click *Print...* to print the settings. Select the *Show passwords* check box to display the hidden passwords.
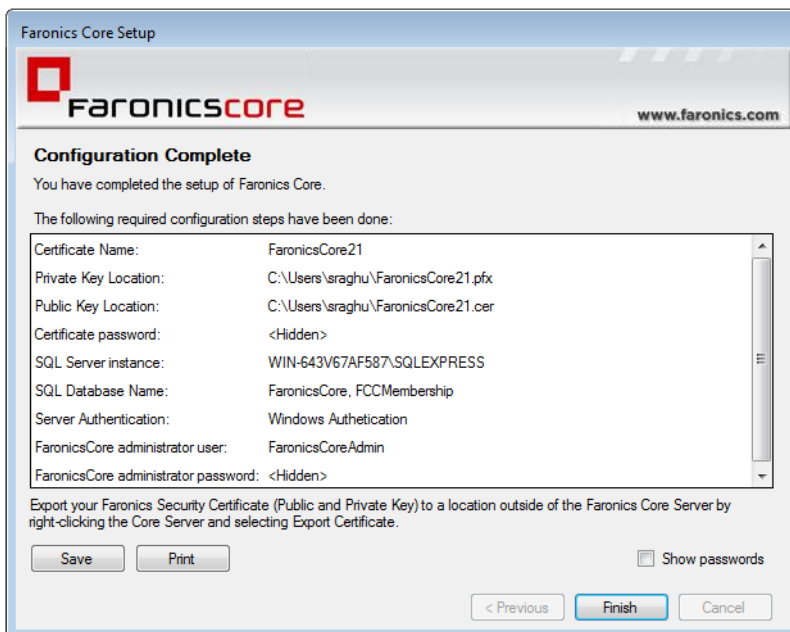
9. Click *Finish* to exit Faronics Core Setup.

Configuring Faronics Core Console Manually

This chapter explains the Faronics Core Console Properties Dialog, its various tabs and configuration options.

Topics

Connecting to a Faronics Core Server

Faronics Core Console Properties Dialog

Console Tab

About Tab

Connecting to a Faronics Core Server

During installation, you can install only the Faronics Core Console by selecting the option *Install Faronics Core Console only*. Once Faronics Core Console is installed, you can connect to multiple Core Servers.

Complete the following steps to connect to a Faronics Core Server:

1. Launch Faronics Core Console.

2. Right-click *Faronics Core Console* in the *Console Tree* pane.

3. Select *Connect to Server*. The *Connect to Faronics Core Server* dialog is displayed.

4. Specify the values for the following fields:

• *Name or IP* — the name of the Faronics Core Server or the IP address.

• *Port* — the port through which Faronics Core Console connects to the Faronics Core Server.

• *UserId* — the UserId for the Faronics Core Server.

• *Password* — the password for the Faronics Core Server.

• Select the *Save this connection* check box to save the credentials.

5. Click *Connect*.

Once the connection with the Faronics Core Server has been established, it is displayed in the *Console Tree* pane.

> ⚠️ When connection to Faronics Core Server is lost, the *Reconnecting*....message is displayed in the Console Tree Pane and Faronics Core Console attempts to connect every 10 seconds for 10 times. To stop reconnecting, right-click on the Faronics Core Server and select *Stop Reconnecting*.

Faronics Core Console Properties Dialog

The *Faronics Core Console Properties* dialog provides options to configure Faronics Core Console manually. In the *Console Tree* pane, right-click *Faronics Core Console* and select *Properties*.

The Faronics Core Console Properties dialog is displayed:
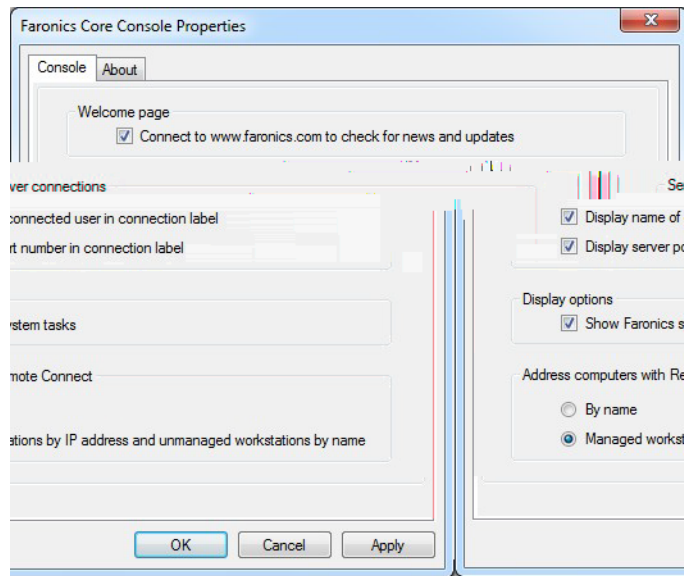
The Faronics Core Console properties dialog contains two tabs that allow you to configure Faronics Core Console. The tabs are explained in detail in the following sections.

Console Tab

The Console tab provides the following configuration options:
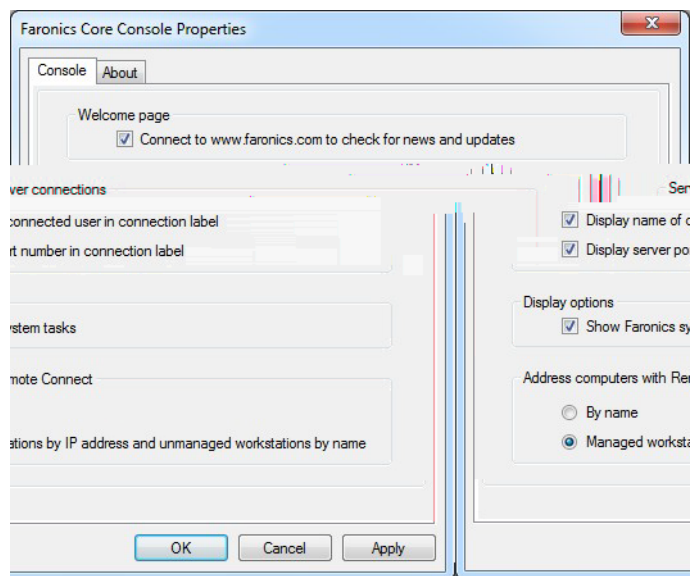
- Select *Connect to www.faronics.com to check for news and updates* to ensure that Faronics Core Console connects to the Faronics web site.

- Select *Display name of connected user in the connection label* to display the user currently logged in to Faronics Core Console.

- Select *Display server port number in the connection label* to display the port for the Faronics Core Server on the Faronics Core Server node.

- Select *Show Faronics system tasks* to display tasks that are created internally by Faronics Product Loadins in the task *History*. This information may be useful for administrators who manage workstations. The check box is selected by default.

- Select how to address computers with Remote Connect. You can select *By name* to address the workstations by the computer name or, select *Managed workstations by IP address and unmanaged workstations by name*.

About Tab

The *About* tab displays the version of Faronics Core Console installed on your computer. This tab also displays the Loadins installed.

The Loadins displayed are not part of the Faronics Core Console installation. Loadins are licensed and installed separately.

Configuring Faronics Core Server Manually

This chapter explains the Faronics Core Server Properties Dialog, its various tabs and configuration options.

Topics

Overview

Server Tab

Database Tab

Web Services Tab

About Tab

Overview

A Faronics Core architecture can have multiple Faronics Core Servers. Right-click the Faronics Core Server and select *Properties*. The Faronics Core Server properties dialog is displayed.
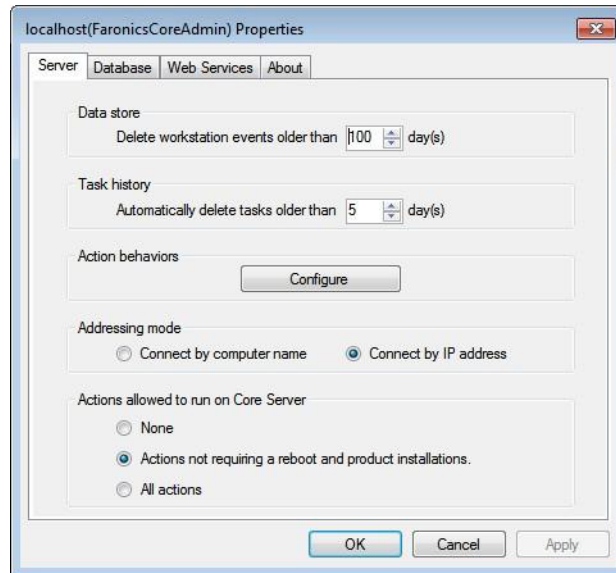
| ⚠️ | Faronics Core uses ports *7751*, *7752* and *7753*. For more information, refer to *Ports used by Faronics Core*. |

Server Tab

The Server tab provides the following configuration options:
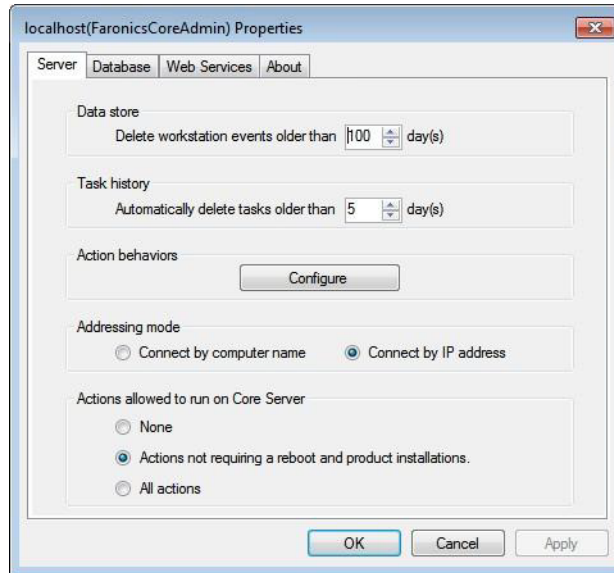
- *Data Store* - Select the number of days from the spin box to delete older workstation events stored in the Faronics Core Database.

- *Task History* - Select the number of days from the spin box to delete task history stored in the Faronics Core Server.

- *Action Behaviors* - Click the *Configure* button to configure the *Action Behaviors*.

- *Addressing Mode* - Select *Connect by computer name* or *Connect by IP address* as required.

Configure Action Behavior

This feature allows you to configure the behavior of various actions configured via Faronics Core Console. You can configure the behavior of actions for the Faronics Core Server as well as the Loadins.

To Configure Action Behavior, complete the following steps:

1. Open the *Faronics Core Server Properties* dialog.
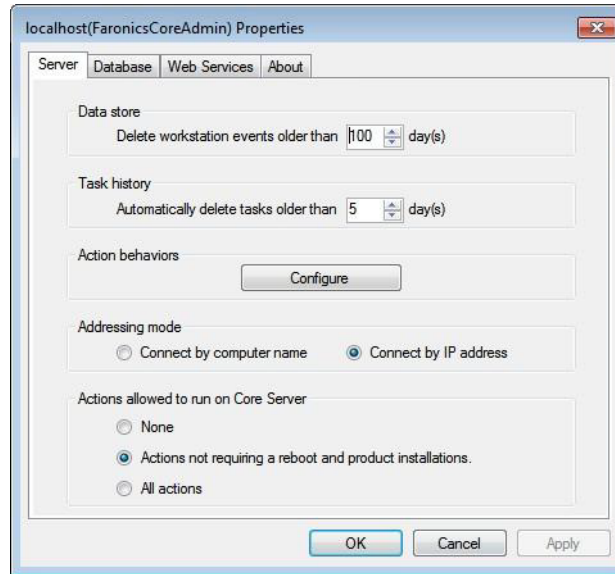
2. Click *Configure* in the *Action Behavior* pane of the *Server* tab. The *Configure Action Behavior* dialog is displayed.
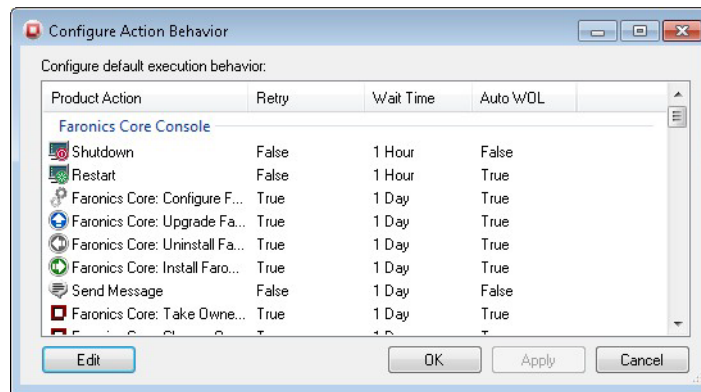
3. Select any *Product Action* and click *Edit*. The *Edit Action Behavior* dialog is displayed.
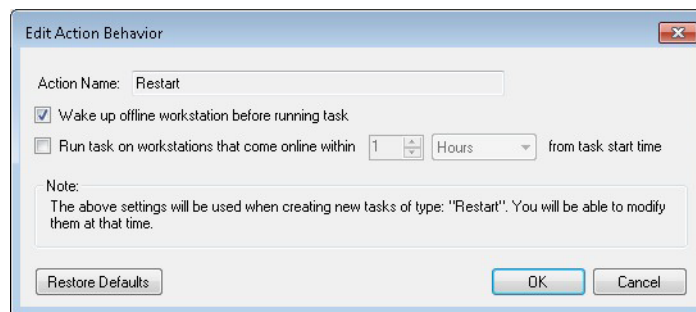
4. Select the following configuration options in the *Edit Action Behavior* dialog:

- *Wake up offline workstation before running task* —select this option to wake up the offline workstation(s) before running the task on the workstation(s).

- *Run task on workstations that come online within x* — select this check box to retry the action when an offline workstation can communicate again with the Faronics Core Server. If this option is selected, the tasks will remain in the *Active* node of the *Console Tree* pane until all the offline computers come back online or, until the *Wait Time* expires (whichever is earlier). Enter the value for *x*. Select the duration in days (minimum 1 and maximum 365), hours (minimum 1 and maximum 168), or minutes (minimum 3 and maximum 1140).

- *Restore Defaults* — click Restore Defaults to restore the default settings.

5. Click *OK* to apply the settings.

> ⚠️ Changes to the settings in the *Edit Action Behavior* dialog will be applied globally to all new tasks of the type displayed in the dialog.

Database Tab

The *Database* tab allows you to configure the database.

Complete the following steps to configure the database:

1. In the *Console Tree* pane, right-click *[Core_Server]* and select *Properties*. Select the *Database* tab.
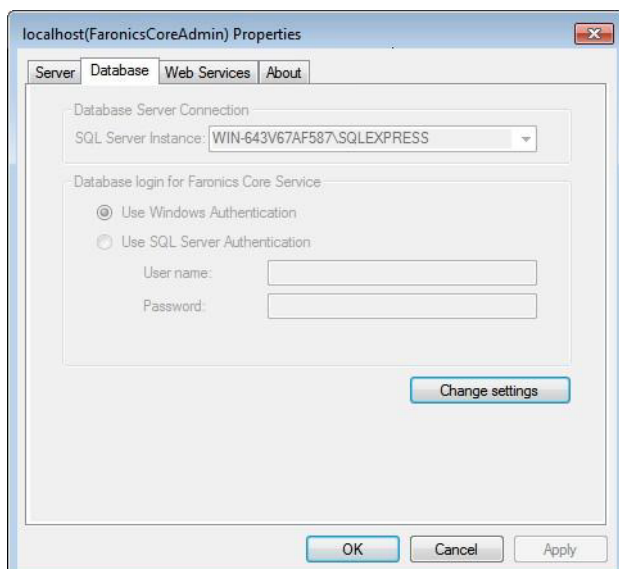
2. Click *Change Settings* to change the database connection settings or to connect to a different database server. The following dialog is displayed:
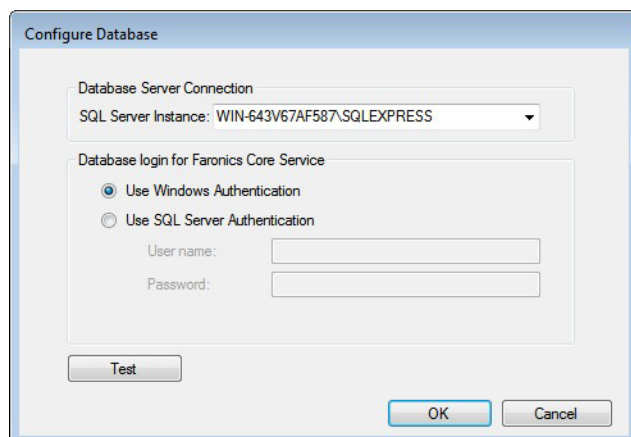
3. Select the database server from the drop-down list. Alternatively, you can enter the name of the database manually.

4. Select *Use Windows Authentication* or *Use SQL Server Authentication* as required.

5. If you select *Use SQL Server Authentication*, enter the *User name* and the *Password* for the SQL Server.

6. You can also test the connection to the database server by clicking on *Test*. This step is optional.

7. Click *Apply*. Click *OK* to exit the dialog.

Web Services Tab

The *Web Services* tab allows you to create a Remote WOL Web Service. For more information on how WOL can be used on your network, refer to *Wake-On-LAN*.

The Remote WOL Web Service allows users to wake up their workstations remotely. This allows remote users to establish a remote connection to workstations.
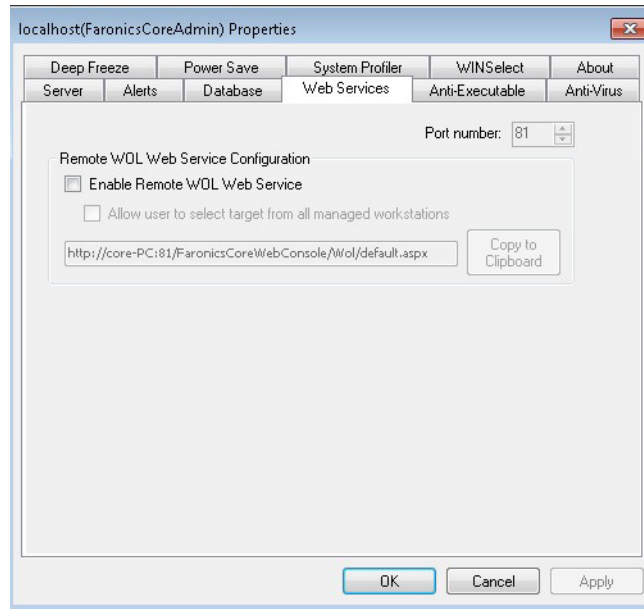
Configuring WOL Web Service

The Web Services Tab provides the following configuration options:

1. Select the *Enable Remote WOL Web Service* check box.

2. The Configure IIS screen is displayed.
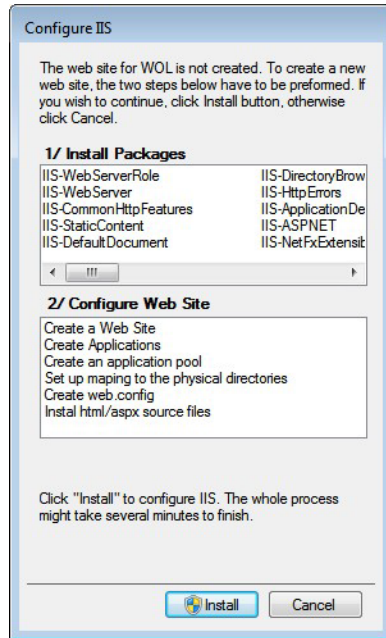
3. Click *Install*. The packages necessary to run the web page will be installed and enabled on IIS.

4. The following screen is displayed during install. No action is necessary during this step.

5. Once the installation is complete, the IIS dialog is displayed.

6. Click *OK*. The Web Service URL is automatically entered in *WOL Web Services* tab after IIS has been configured.
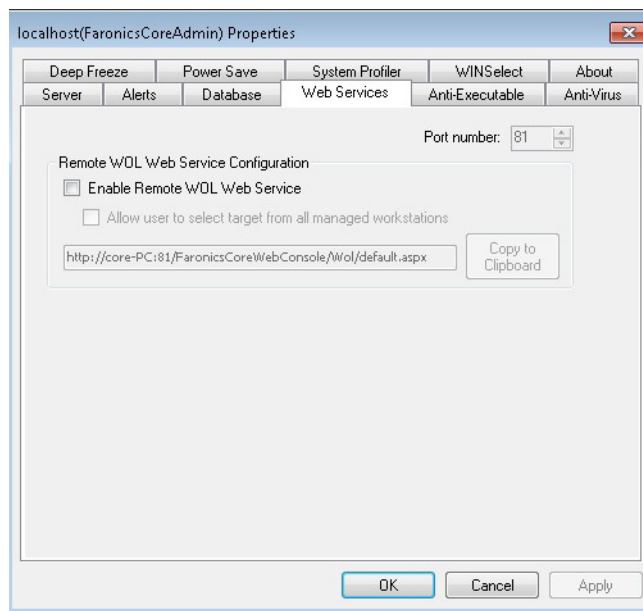
7. The *Web Service URL* is not editable. The default port number is 81.

8. Select the *Allow user to select target from all managed workstations* check box to allow the user to select the target from the managed workstations. This feature provides limited security by preventing users from waking up all workstations on the network without knowing the individual workstation IDs.

9. Click *OK* to exit the dialog.

Sending an Email via the Remote WOL Email Generator

The Remote WOL Email Generator can be used to create and send a reminder email to the users of a particular workstation. The email will have a link to the web site that allows you to wake up the workstations remotely.

To send an Email to users, complete the following steps:

1. Select workstation(s) from the list of managed workstations.

2. Right-click and select *Create Remote WOL Reminder*. The *Remote WOL Email Generator* dialog is displayed.

    — Click *Legend* for a list of macros that can be used.

    — Click *Save Template* to save the current Email as a template for future use. Templates can be saved only in *.txt* format.

    — Click *Load Template* to browse and select an existing template.
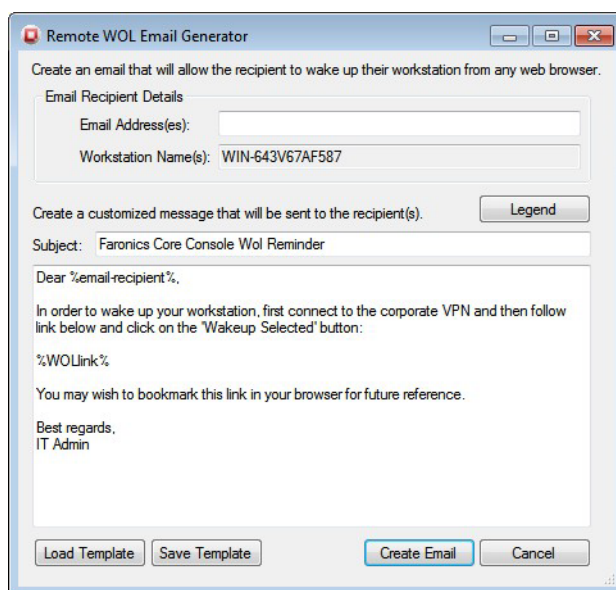
3. The Email ID and workstation names are automatically entered in the appropriate fields. Enter the message and click *Send Email*.

Waking up Workstations via the Remote Workstation Wake up Web Interface

Once users receive the email, they can click on the hyperlink to launch the *Remote Workstation Wake up* Web interface and wake up the workstations remotely. For more information on the URL, refer to step 6 in *Configuring WOL Web Service*.

To wake up the workstations remotely, complete the following steps:

1. Click the hyperlink in the Email.

2. The *Remote Workstation Wake up* screen is displayed.

3. Select *User's Workstations* to wake up selected workstations and select the check box for the particular workstation(s). Alternatively, you can select *All Managed Workstations* to wake up all managed workstations.

4. Click *Wake up Selected* to wake up the workstations. Click *Refresh Event* to refresh the web page.

> ⚠️ The *Remote Workstation Wake up* Web interface is displayed only after you have logged on to your corporate Virtual Private Network (VPN) (if a VPN has been set up). The Web Server is installed on the Faronics Core Server and users have to log on to your corporate VPN to wake up the workstations.

About Tab

The *About* tab displays the version of Faronics Core installed on your computer. This tab also displays the Loadins installed on the Faronics Core Server.

> ⚠️ The Loadins displayed are not part of the Faronics Core installation. Loadins are licensed and installed separately.

Faronics Core Agent Installer

The *Faronics Core Agent Installer* is used to install the Faronics Core Agent on the workstation. The Faronics Core Agent is used to establish communication between the Faronics Core Console, Faronics Core Server and the Faronics Core Database. This installer must be deployed to the workstations to be managed using Faronics Core Console.

Creating a Faronics Core Agent Installer

To create the Faronics Core Agent installer, complete the following steps:

1. Right-click on the *Faronics Core Server* connection node and select *Create Faronics Core Agent Installer*.

2. The *Create Faronics Core Agent Installer* dialog is displayed with the following options:
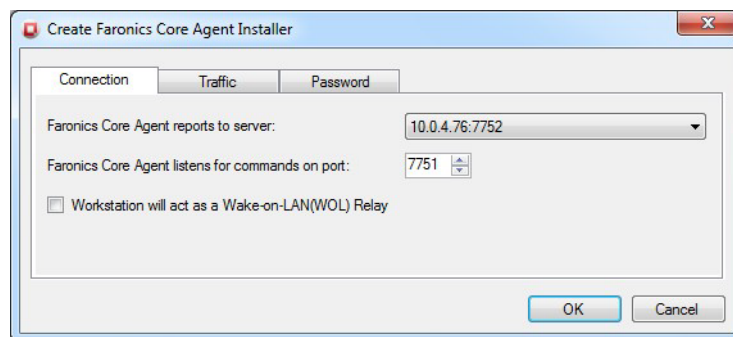
- Connection Tab

  — *Faronics Core Agent Reports to Server* — This drop-down displays the server to which the workstation communicates. This field cannot be edited.

  — *Faronics Core Agent listens for commands on port*— This field displays the port on which the Faronics Core Agent listens. The default port is 7751.

  — *Workstation will act as a Wake-on-LAN (WOL) Relay* — Select this check box if the workstation will act as a Wake-on-LAN (WOL) Relay. This feature allows administrators to wake up workstations across the network by overcoming the obstacles of wake up broadcast restrictions.

- Traffic Tab
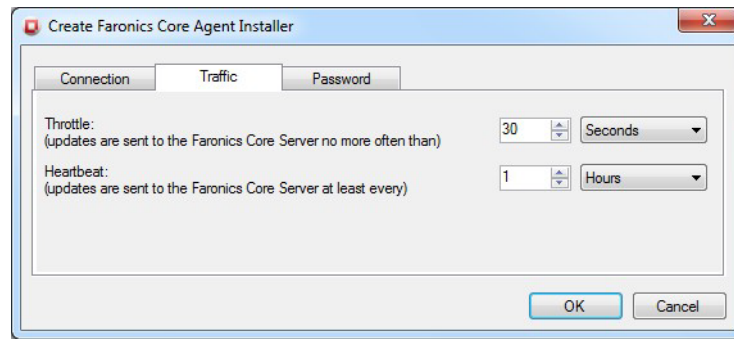
— *Throttle* — select the value for *updates are sent to the Faronics Core Server no more often than* in minutes and seconds. This represents the interval at which managed workstations report changes to the server, if any.

— *Heartbeat* — select the value for *updates are sent to Faronics Core Server at least every* in minutes and seconds. This represents the interval at which managed workstations report to the server, regardless of whether there were changes or not. The heartbeat value cannot be lower than that of the throttle. A heartbeat of 0 means that the managed workstation will report only when there are changes.

- Password tab
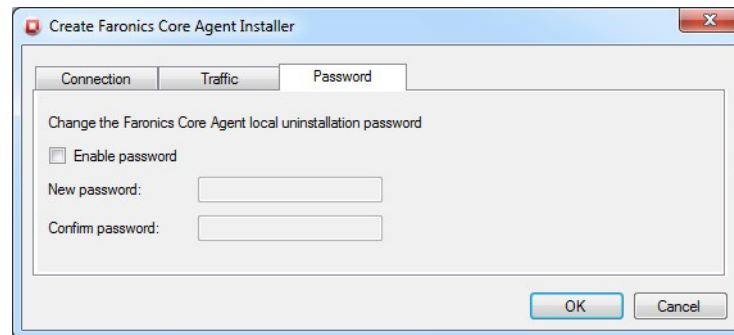
— *Enable password*— specify the password that will be required to uninstall the Faronics Core Agent locally. Specify the values for *New Password* and *Confirm Password*. This prevents unauthorized removal of Faronics Core Agent from the workstation.

3. Click *OK*. Browse to select a location for the file.

4. Click *Save*.

> ⚠️ If Deep Freeze is installed on the workstation, the Loadin data is retained in the StorageSpace even after a reboot (when the workstation is *Frozen*). For more information about DeepFreeze, refer to Deep Freeze Enterprise User Guide available at *www.faronics.com/library*.

Using Advanced Options

This chapter explains advanced features of Faronics Core.

Topics

Faronics Core Security

Ports used by Faronics Core

Wake-On-LAN

Faronics Core Security

Faronics Core uses Security Certificates to ensure secure communication between the Faronics Core Console, Faronics Core Server and Faronics Core Agent.

The Security Certificate consists of the following:

- Public Key — used to *Encrypt* the communication.

- Private Key — used to *Decrypt* the communication.

A Public Key and Private Key are always paired. For every Public Key, there is one and only one Private Key.

The Faronics Core components have the following:

- Faronics Core Server — Public Key and Private Key

- Faronics Core Console — Public Key

- Faronics Core Agent — Public Key

Exporting/Importing the Public Key

While installing Faronics Core Console and Faronics Core Server, it is highly recommended to export the Public Key. The *.cer* file contains the Public Key. Multiple Core Consoles can connect to the same Faronics Core Server by sharing the Public Key.

Complete the following steps:

1. Connect to a Faronics Core Server as specified in *Connecting to a Faronics Core Server*.

2. The *Certificate* and *Thumbprint* are displayed.

3. Click *Import*.

4. Repeat this procedure on multiple Core Consoles that need to connect to the same Faronics Core Server.

Now, multiple Core Consoles can connect to the same Faronics Core Server.

Exporting/Importing the Private Key

While installing Faronics Core Console and Faronics Core Server, it is very important to export the Private Key. The Private Key can be used by multiple Core Servers to decrypt the information sent by the same Faronics Core Agent.

This might be useful when multiple Core Servers have to manage the same set of workstations in an organization. Although a workstation can connect to only one Faronics Core Server at a time, this can be changed via *Faronics Core > Change Ownership*.

Complete the following steps:

1. Export the Private Key on one Faronics Core Server as specified in *Faronics Core Setup*.

2. Transfer the Private Key to another Faronics Core Server.

3. Import the same Private Key as specified in *Faronics Core Setup*. Select *Import an existing certificate* in step 2 and import the *.pfx* file (this contains the Public Key and the Private Key).

4. Repeat this procedure on multiple Core Servers that need to connect to the same workstation(s).

Now, multiple Core Servers can connect to the same workstations(s).

> ⚠️ The Public Key and Private Key are automatically added on the workstation via the Faronics Core Agent Installer.

> ⚠️ It is highly recommended to backup the *.pfx* file (Public Key and Private Key) for safe storage. This can be used to set up a new Faronics Core Server.

Exporting a Security Certificate

A Security Certificate (Public Key and Private Key) can be exported and stored at a backup location and can be imported into another Faronics Core Server. This is useful to setup a new Faronics Core Server and connect to workstations (and disaster recovery).

Complete the following steps to export a Security Certificate:

1. Right-click on the *[Faronics Core Server]* and select *Export Certificate*.

2. The *Export Certificate* dialog is displayed.

3. *Browse* to select the location where the Certificate must be exported.

4. Specify a *Certificate password* and confirm the password.

5. Click *Export*.

Importing a Security Certificate

A previously exported Security Certificate can be imported into the Faronics Core Server.

Complete the following steps to import a Security Certificate (Public Key and Private Key):

1. Right-click on the *[Faronics Core Server]* and select *Import Certificate*.

2. The *Import Certificate* dialog is displayed.

3. *Browse* to select the location where the Certificate is stored.

4. Enter the *Certificate password*.

5. Click *Import*.

Ports used by Faronics Core

This section explains the ports used by Faronics Core and their significance.

The following ports are used by Faronics Core:

• 7751 — This port is on the workstation and is used to receive commands from the Faronics Core Server. The *Ping* command is enabled on this port.

• 7752 — This port is on the Faronics Core Server and is used to receive events from the workstation(s).

• 7753 — This port is on the Faronics Core Server and is used to communicate with the Faronics Core Console.

By default, Faronics Core opens ports 7751, 7752 and 7753 on the Windows Firewall.

> ⚠️ If you are using an Antivirus software, ensure that the ports 7751, 7752 and 7753 are not blocked. This is to ensure seamless communication between Faronics Core Console, Faronics Core Server and Faronics Core Agent.

For more information on where the ports are specified, refer to *Deploying the Faronics Core Agent from the Console*.

Wake-On-LAN

Critical management tasks in an organization include software installation, upgrades and hotfixes; data backup, system inventory and patch management. Performing these tasks requires keeping the workstations on. The Wake-on-LAN technology allows you to wake up the workstations remotely. This ensures that the workstations can go to sleep and save power.

In a scenario where Wake-on-LAN (WOL) broadcast packets cannot always cross routers and other networking equipment and therefore cannot always wake up workstations on remote subnets, it is possible to designate one or more workstations as WOL relays. To designate a workstation as a WOL relay, refer to *Faronics Core Agent Installer*.

When Faronics Core Console attempts to wake up a workstation on a remote subnet, it contacts a WOL relay on that subnet, using it to re-broadcast the wake up message on the target subnet. For information on configuring Wake-on-LAN Web service, refer to *Web Services Tab.*

For information on how to wake workstations remotely refer to *Waking up Workstations via the Remote Workstation Wake up Web Interface.*

Deploying the Faronics Core Agent

This chapter explains the process of deploying the Faronics Core Agent on your network.

Topics

Discovering Unmanaged Workstations in Faronics Core Console

Discovering Unmanaged Workstations on the Local Network

Discovering Unmanaged Workstations using LDAP

Deploying the Faronics Core Agent from the Console

Deploying the Faronics Core Agent Manually on the Workstation

Displaying Workstations in Faronics Core Console

Changing the Faronics Core Server

Discovering Unmanaged Workstations in Faronics Core Console

An unmanaged workstation is a workstation that does not have the Faronics Core Agent installed. Once the Faronics Core Agent has been installed, that workstation can be fully managed through Faronics Core Console.

Faronics Core Console supports two methods for discovering unmanaged workstations.

- Directly discovering workstations in the network workgroup (*Discovering Unmanaged Workstations on the Local Network*)

- Discovering workstations via LDAP stored in Microsoft Active Directory or Novell Directory Services (*Discovering Unmanaged Workstations using LDAP*)

Once an unmanaged workstation has been discovered, the Faronics Core Agent can be remotely deployed onto the workstation directly from Faronics Core Console.

For information on deploying the Faronics Core Agent via Faronics Core Console, refer to Deploying the Faronics Core Agent from the Console section.

Discovering Unmanaged Workstations on the Local Network

To discover workstations connected to the local network, select the *Network Workstations* node (*[Core_Server_Name]>Workstations > Discovered Workstations > Network Workstations*) and the workgroups are discovered automatically. To view the workstations, right-click the workgroup and select *Refresh*. The first time you click on a workgroup under *Discovered Workstations*, the group will be automatically refreshed and populated with the list of the workstations found in that workgroup.
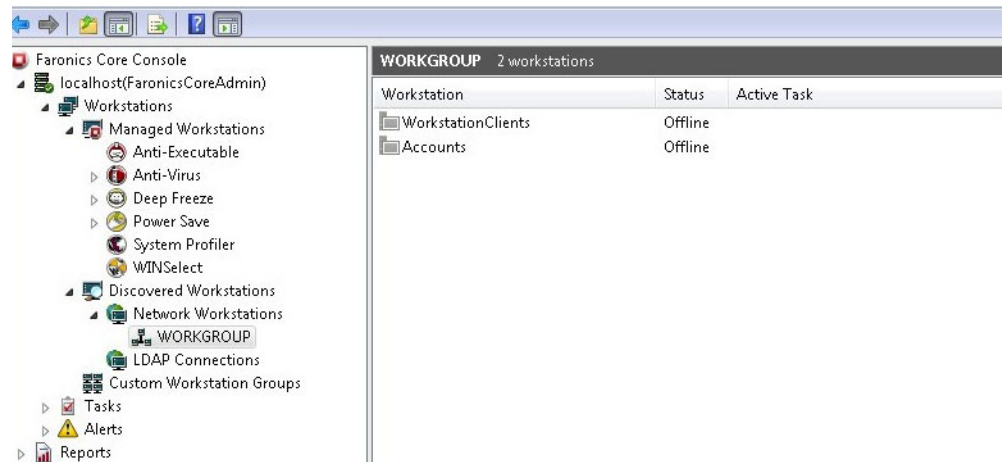
Faronics Core Console re-scans the network in the background and creates a new node in the *Console Tree* pane for every workgroup or domain it discovers. Selecting any of these nodes displays the workstations that exist in that particular domain or workgroup.

Faronics Core Console always stores and displays the results of the last network scan. To perform a re-scan click *Refresh*.

Discovering Unmanaged Workstations using LDAP

To discover workstations using a directory service, such as Microsoft Active Directory or Novell Directory Services, a new LDAP connection must be added.

To add a new LDAP Connection, complete the following steps:

1. Select the *LDAP Connection* node (*[Core_Server_Name]>Workstations > Discovered Workstations > LDAP Connections*) and choose the *Add LDAP Connection* action.
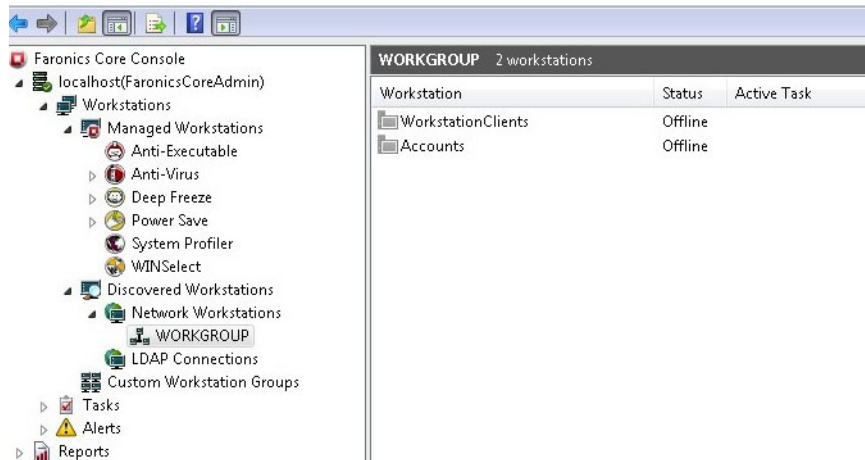
2. The *Add New LDAP Connection* dialog is displayed. Specify the following values:
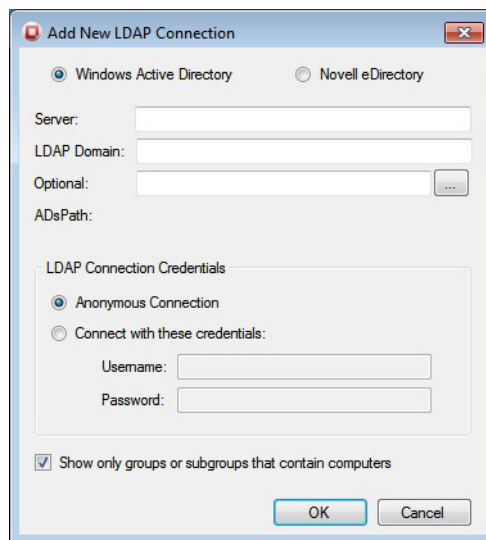
- Select *Windows Active Directory* or Novell eDirectory.

- Specify the *Server* and the *LDAP Domain*. To the right of the ADS path label, the connection string that is used to connect to the LDAP server is displayed.

- This field is optional. Click the *Browse* icon (...) in the *Optional* field. A browser is launched, and you can browse to select the Active Directory. Once the Active Directory is selected, the details are automatically entered in the *Optional* field.

- Select the LDAP Connection Credentials and specify the following settings:

  — Select *Anonymous Connection* to connect anonymously.

  — If the connection requires a user name and password, be sure to select the *Connect with these credentials* radio button. Enter the *User name* and *Password*.

- The Show only groups or subgroups that contain computers check box can be used to prevent empty groups from being displayed.

3. Click *OK* to save changes to the current configuration and exit the dialog.

LDAP credential information can be updated by selecting a particular LDAP connection node and clicking on *Update Connection Info* in the *Action* pane.

After the LDAP connection information and appropriate credentials have been entered, the predefined groups and workstations in the directory service are imported into Faronics Core Console. These groups appear in the *Console Tree* pane under a new node named for the particular LDAP connection.

Faronics Core Console stores and displays the results of each LDAP Connection. To re-synchronize with the directory service, select a LDAP Connection node and click *Refresh*.

Deploying the Faronics Core Agent from the Console

Once unmanaged workstations have been discovered, (either through the Windows Network or via an LDAP Connection) the Faronics Core Agent can be installed directly from Faronics Core Console.

> ⚠️ If Windows Firewall is enabled on the target workstation, the File and Printer Sharing as well as Remote Administration exceptions must be enabled. For information on these exceptions, refer to the appropriate Microsoft documentation.
>
> Windows security prevents deploying the Faronics Core Agent onto workstations running Microsoft Windows when they are not part of a domain.

To install the Faronics Core Agent from Faronics Core Console, perform the following steps:

1. Select one or more unmanaged workstations displayed in either the *Core_Server_Name > Discovered Workstations > Network Workstations* sub-node or an *LDAP Connection* sub-node.

2. Click on *Install Faronics Core Agent* in the Action pane. The *Configure Faronics Core Agent* dialog is displayed with the following options:

• Connection Tab

— *Faronics Core Agent Reports to Server* — This drop-down displays the server to which the workstation communicates. This field cannot be edited.

— *Faronics Core Agent listens for commands on port*— This field displays the port on which the Faronics Core Agent listens. The default port is 7751.

— *Workstation will act as a Wake-on-LAN (WOL) Relay* — Select this check box if the workstation will act as a Wake-on-LAN (WOL) Relay.

- Traffic Tab

> — *Throttle* — select the value for *updates are sent to the Faronics Core Server no more often than* in minutes and seconds. This is the maximum number of times managed workstations report to the Faronics Core Server.

> — *Heartbeat* — select the value for *updates are sent to Faronics Core Server at least every* in minutes and seconds. This is the minimum number of times managed workstations report to the Faronics Core Server.

- Password tab

> — *Enable password*— specify the password that will be required when uninstalling the Faronics Core Agent locally. Specify the values for *New Password* and *Confirm Password*. This prevents unauthorized removal of Faronics Core Agent from the workstation.

> ⚠️ If Deep Freeze is installed on the workstation, the Loadin data is retained in the StorageSpace even after a reboot (when the workstation is *Frozen*). For more information about DeepFreeze, refer to Deep Freeze Enterprise User Guide available at *www.faronics.com/library*.

Set the above values/options and click *OK*.

3. The Remote Agent Installation dialog is displayed with the following options:

— Select the *Local Workstation Account* if you want the Faronics Core Agent to use the Local Workstation Account to install Faronics Core Agent on the selected workstation. Specify the *Username* and *Password*.

— Select *Domain Account* to use a Domain Account. Specify the Domain, Username and Password.

— Select the *Remember these credentials* check box to save the Remote Agent credentials.

> ⚠ The above Windows credentials are required to install the Faronics Core Agent using WMI. Ensure that the credentials are unique on the target workstation.

4. Click *OK*. The Faronics Core Agent is installed on the selected workstation.

Deploying the Faronics Core Agent Manually on the Workstation

Refer to the section *Creating a Faronics Core Agent Installer* to create a Faronics Core Agent installer.

The Faronics Core Agent installer file can be deployed manually on the workstation by copying the Faronics Core Agent installer *.msi* file from the folder where it was saved and executing it on the target workstation(s).

Double-click the *.msi* file and click *Next* to continue the installation. The wizard will guide you through the installation process. Repeat the process for each workstation that will be managed with Faronics Core Console.

Alternatively, you can also use the command line as follows:

```
msiexec /i <Core_Agent.msi>
```

The Faronics Core Agent installer can also be deployed through Faronics Core Console. Refer to the Deploying the Faronics Core Agent from the Console section for more information.

Displaying Workstations in Faronics Core Console

Once Faronics Core Agent has been installed on a workstation (either via the Faronics Core Console or attended install) it reports to the Faronics Core Server and the workstations list columns are populated with the information in Faronics Core Console.
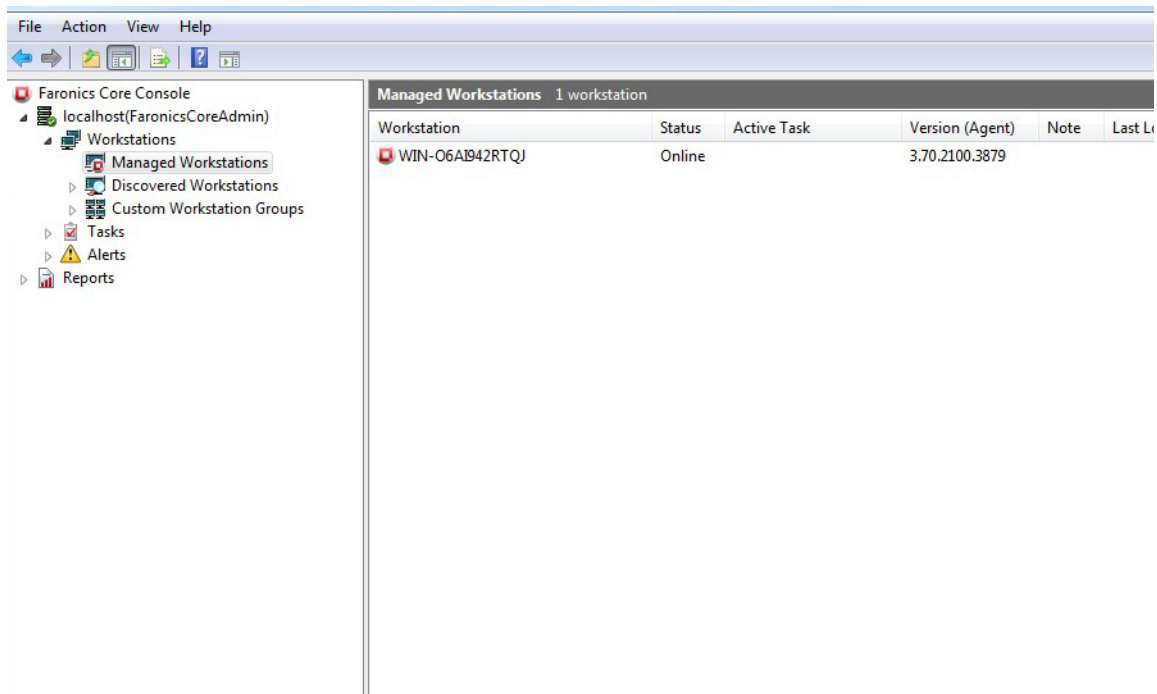
Changing the Faronics Core Server

Once workstations are managed by a Faronics Core Server, they can be changed to report to a different Faronics Core Server. Conversely, a Faronics Core Server can take over workstations known to be managed by a different Faronics Core Server.

Change Ownership

The ownership of the workstation(s) can be changed from the current Faronics Core Server to a different Faronics Core Server. For example, if the workstations are being managed by Faronics Core Server 1, and the ownership of the workstations need to be changed to Faronics Core Server 2, it can be done as follows:

1. Click *Managed Workstations* in the *Console Tree Pane*.

2. Right-click on one or more workstations and select *Faronics Core > Change Ownership*.

3. In the *Change Ownership* screen, specify the *Name or IP* and *Port*. Select *Force ownership change even if the new server cannot be reached* if required. (In this case, specify the Name or IP for Faronics Core Server 2).

4. Click *Change Ownership*.

The ownership of the workstation(s) is changed to Faronics Core Server 2.

Take Ownership

The current Faronics Core Server can take ownership of workstations from another Faronics Core Server. For example, if some workstation(s) are currently managed by Faronics Core Server 2, Faronics Core Server 1 can take ownership of the workstations from Faronics Core Server 2. Complete the following steps to take ownership of the workstations:

1. Click *Console Tree Pane > Discovered Workstations > Network Workstations> [Network Name]*.

2. Right-click on one or more workstations and select *Take Ownership*.

3. In the *Take Ownership* screen, specify the *Name/IP* and *Port*. (In this case, specify the Name or IP for Faronics Core Server 1).

> ⚠️ The *Name or IP* can only be selected from a pre-populated list (one IP address is displayed for each network card on the server). Specify the *Port* on which the workstations are listening.

4. Click *Take Ownership*.

Faronics Core Server 1 has now taken ownership of the workstation(s) that reported to Faronics Core Server 2 and the workstations now show under *Managed Workstations* for Faronics Core Server 1.

> For Change Ownership and Take Ownership:
>
> • both the Faronics Core Servers must be using the same Security Certificates.
>
> • the target workstations must have Faronics Core Agent 3.1 or higher.
>
> • the Faronics Core Agent version installed on the target workstation must not be higher than the Faronics Core Server taking ownership.
>
> • the takeover can occur only if the workstation(s) can be rediscovered by the new Faronics Core Server.

Using Faronics Core Console

This chapter explains how to use Faronics Core Console.

Topics

Faronics Core Console Layout

The following diagram illustrates the layout of Faronics Core Console displaying the main screen elements. These elements are described in greater detail below.
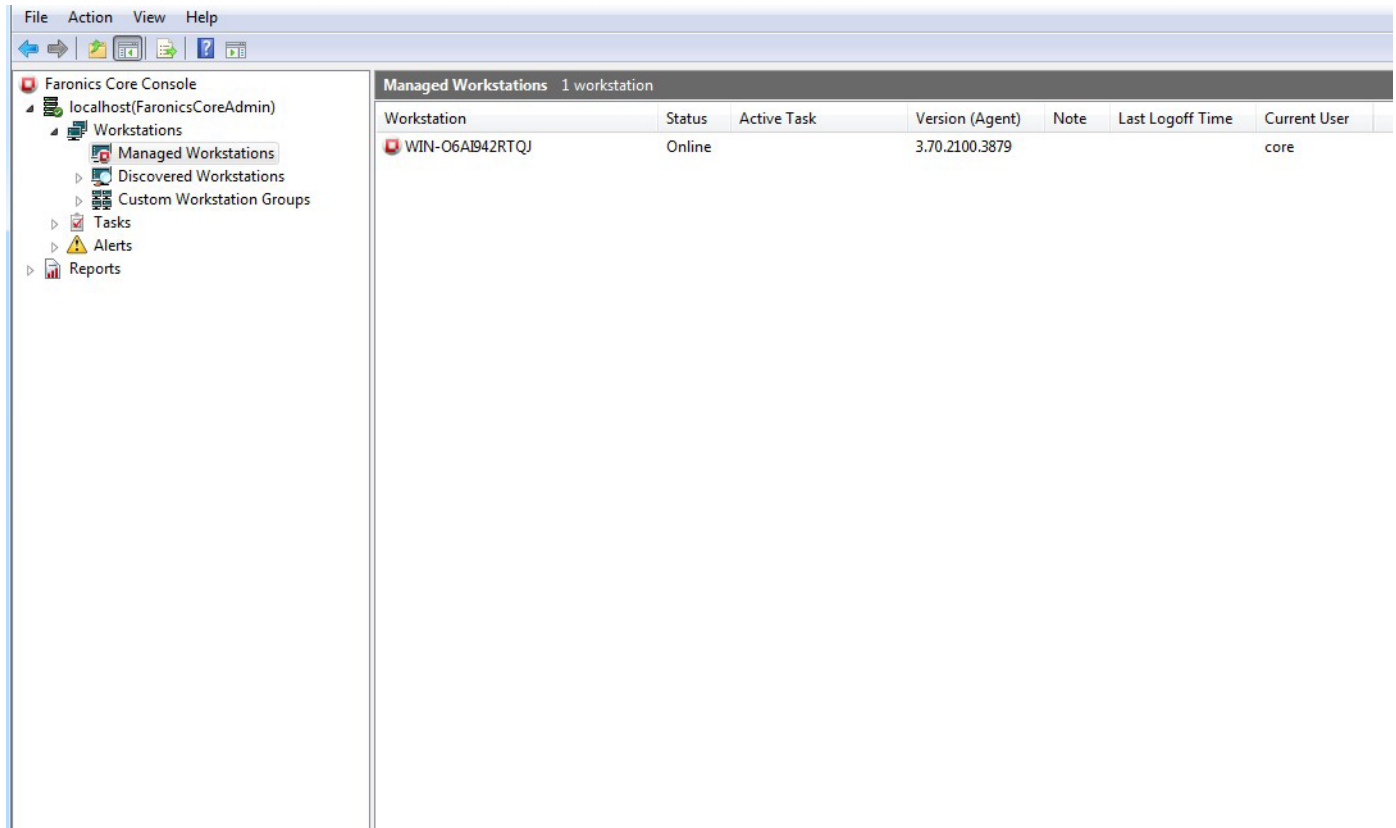
Faronics Core Console User Interface Components

Console Tree Pane

The Faronics Core Console node can have multiple Faronics Core Server nodes. Under the Faronics Core Server node, there are three main nodes. These are: *Workstations*, *Tasks*, and *Reports*. Clicking on one of these nodes changes the information displayed in the *Results* pane.

Workstation List Pane

The Workstation List pane displays the workstations managed by Faronics Core. The following columns display the information for each workstation (additional columns are displayed when Product Loadins are installed):

- Workstation — name of the workstation.
- Status — whether the workstation is *Online* (reporting to Faronics Core Server) or *Offline* (not reporting to Faronics Core Server or disconnected from the network).
- Active Task — the task currently Active on the workstation, either In Progress or just about to run (Pending). This column displays the name of the task, task state (In Progress/Pending) and the time task started on all workstations.
- Version (Agent) — version of Faronics Core Agent installed on the workstation.
- MAC Address — MAC address of the workstation.
- IP Address — IP address of the workstation.
- OS Type — operating system installed on the workstation.
- Last Agent Event - the last event reported by Faronics Core Agent.

Action Pane

Actions in the *Action* pane are applied to selected workstations and are only shown when one or more workstation have been selected. This *Action* pane is a duplication of the right-click context menu.

Faronics Core Console Properties Dialog

The Faronics Core Console Properties dialog is accessed by right-clicking on the Faronics Core Console icon in the *Console Tree* pane and selecting *Properties*. For information on configuration options in each tab, refer to the Configuring Faronics Core Console Manually section.

Faronics Core Server Properties Dialog

The Faronics Core Server dialog is accessed by right-clicking on the Faronics Core Server connection icon in the *Console Tree* pane and selecting *Properties*.

Console Tree Pane

The Console Tree pane has the following nodes:

- Faronics Core Console — This is the root node.

- Faronics Core Server — There can be multiple server nodes.

    The management of workstations, processing of tasks and communication between Faronics Core Console and workstations is done by the Faronics Core Server. There is one *Faronics Core Server* node for each connection between Faronics Core Console and a Faronics Core Server.

- Workstations — One for each Faronics Core Server.

    Under the Workstations node are three sub nodes *Managed Workstations*, *Discovered Workstations* and, *Custom Workstation Groups* node where custom groups of workstations can be created and populated.

- Tasks — One for each Faronics Core Server.

    The *Tasks* node displays the current state of all Server tasks. A task is defined as an action applied to one or more workstations. Expanding the *Tasks* node displays three sub-nodes for the states of a Task. The *Scheduled* node displays tasks that are scheduled to run in the future. The *Active* node displays tasks currently being processed. The *History* node displays tasks that have already been completed. Tasks older than a certain date are automatically deleted. This can be configured through the *Server* tab of the *Faronics Core Server Properties* dialog.

- Reports — under the root node.

    Faronics Core Console displays reports created by Product Loadins. If no Loadins are installed, no reports can be generated.

Checking For Updates

To check for updates, click on the Faronics Core Console node. The *Connect to www.faronics.com and check for news and updates* must be selected in the *Console Tab* in the *Faronics Core Console* properties dialog for a check to succeed. If this box is not selected, clicking on the Faronics Core Console node only displays the current version installed and does not connect to *www.faronics.com* to check for a newer version.

LDAP Groups

It is possible to use groups of workstations that already have been defined on a directory server. Once the Faronics Core Agent has been installed on workstations discovered through LDAP, those workstations can be managed directly through the *LDAP groups* node. These workstations can also be added to custom groups.

Custom Workstation Groups

Workstations can be added to a custom group by standard Windows clipboard functionality. Cut, copy, or paste (along with drag-and-drop) a workstation into a group. To create a group, right-click on the *Custom Workstation Groups* icon and select *Create Subgroup*. You can also add or edit Dynamic Filters via the context menu or *Actions* pane.

> The Workstation List and Tasks are stored on the Faronics Core Server, whereas the Reports are stored locally on the computer where Faronics Core Console is installed.

Faronics Core Console Action Pane

The commands and features available in the right side of Faronics Core Console are also available via a right-click on one or more selected workstations. The Action pane can be removed via *View* > *Customize View*.

> The actions available are based on the privileges of the connected user.

The Faronics Core Console specific tasks are as follows:

- *Shutdown* — Select one or more workstations to shutdown immediately or later.

- *Restart* — Select one or more workstations to restart immediately or later.

- *Send Message*— Select one or more online workstations to send a message. The contents of the last message can be saved for reuse.

- *Make Note* — Select one or more workstations to add a note. When a note is added, the previous note is replaced. A note can be added to any workstation whether online, offline, managed or unmanaged.

- Task Activity — Select a workstation and click *Task Activity* to view tasks that are currently active on that workstation, as well as past tasks that have not been removed from *History*. The Task Activity can only display one workstation at a time.

- *Wake up* — Select one or more workstations to perform an immediate Wake-On-LAN or later.

- *Remote Launch* — Launch an executable or installer remotely on the workstation.

- *Update Windows* — Update Windows on Managed workstations.

- *Remote Connect* — Remotely connect to Managed or Discovered workstations.

- *Get Status* — Retrieve the status of the selected workstation. The status from the workstation is updated in the Workstation List pane.

- *Faronics Core* — Select one or more workstations and select Faronics Core menu. The following options are available:

  — Install Faronics Core Agent — to install Faronics Core Agent immediately or later.

  — Upgrade Faronics Core Agent — to upgrade Faronics Core Agent immediately or later.

  — Uninstall Faronics Core Agent — to uninstall Faronics Core Agent immediately or later.

- *Generate Report* — Select one or more workstations and select the appropriate report for the Product Loadin.

- *View* — Add or Remove columns and Customize View. Run Faronics Core as an *Administrator* for the Column changes to take effect.

- *Refresh* — Refresh the status of the workstation (Online/Offline).

- *Export List* — Export the list of workstations in *.csv* or *.txt* format.

- *Remove from Database* — One or more workstations can be removed from the list. The workstation will reappear in the list if it is restarted or if it is trying to send information to the console computer. If the Faronics Core Agent is uninstalled from the workstation, it will not appear in the list.

> ⚠️ Once the workstation is removed from the database, the workstation's data and settings are removed permanently. If the workstation connects to Faronics Core Console, and a new report is generated, it will not contain the details of the workstation before it was removed from the database.

- *Copy* — Copy a workstation to paste to a custom workstation group or subgroup.

Manage Users and Roles

Faronics Core Console allows you to configure and manage multiple users. The users can be assigned to different groups depending upon different roles.
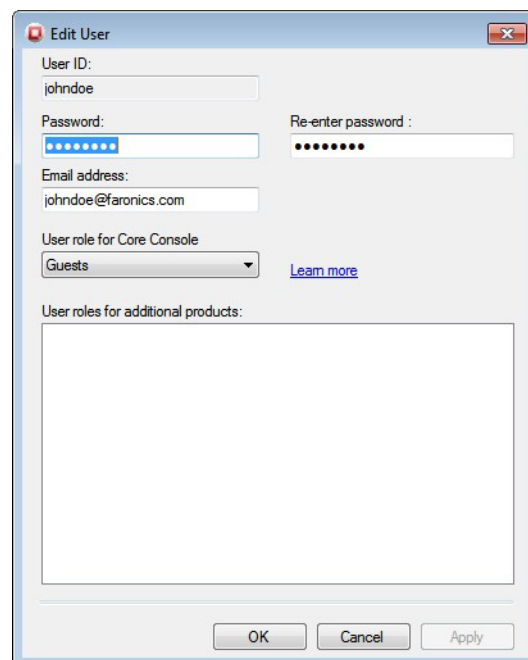
Create a User

Complete the following steps to create and manage users:

1. Right-click the *Faronics Core Server* and select *Manage Users and Roles*.

2. The *User Management* dialog is displayed. Click *Create User*.
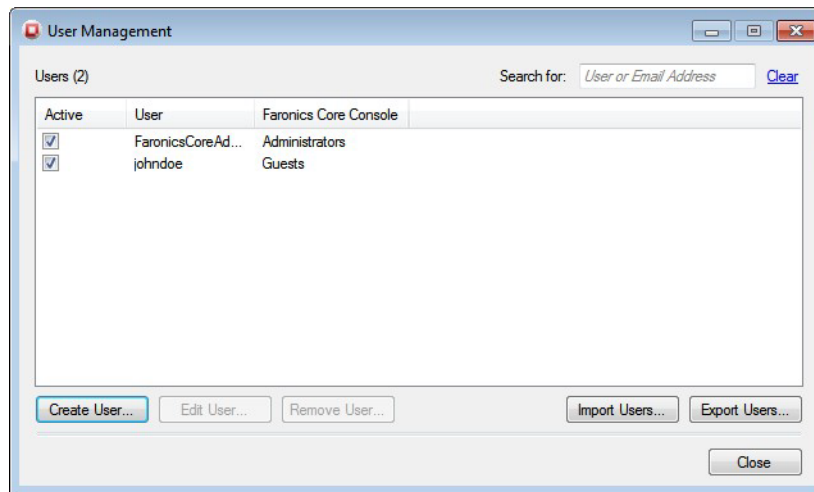
3. The *Create User* dialog is displayed.

Specify values for the following fields:

- *User ID* — specify a User ID for the user.

- *Password* — specify a password (the password must be alphanumeric, between 8 to 15 characters, with upper case, lower case and numbers).

- *Re-enter password* — re-enter the password.

- *Email address* — enter the email address for the user.

- *User Role for Faronics Core Console* — select if the user is an *Administrator*, *Power User*, *User* or *Guest*.

4. Click *Create*. The user is created.
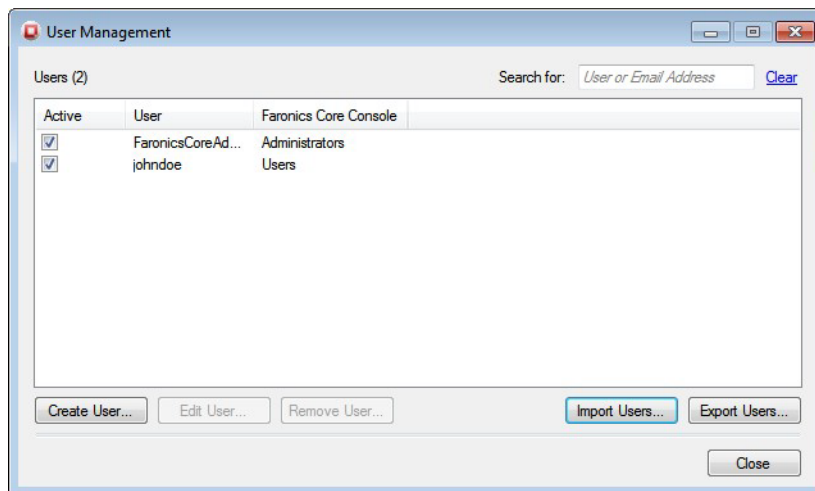
Permissions for User Roles

The User Roles for Faronics Core Console drop-down in the *Create User* or *Edit User* dialogs allow assigning users to users.

The following actions are allowed for User Roles — *Administrator, Power User, User*, and *Guest*:

User Role	Permission
Administrator	• Manage Users • Manage Database Connection • Export Private Key at the Server • All other actions available to Power Users.
Power User	• Schedule Actions • Install/Upgrade/Uninstall Agent • All other actions available to members of the *User* role.

User Role	Permission
User	• Execute Basic Tasks (shutdown/restart)
	• Schedule Actions
	• Wake-up workstation
	• Generate Reports
	• All other actions available to members of the *Guest* role.
Guest	• View all workstations
	• Generate Reports for the Loadins (if Loadins are installed)

> The users in the User role can only edit or delete the *Scheduled Tasks* created by them. The Administrators and Power Users can edit or delete all tasks.

> If a user is downgraded from a higher role (for example, Power User) to a lower role (for example, User), the *Scheduled Tasks* created by the user will not be executed.

> If a user is deactivated, the *Scheduled Tasks* created by the user will not be executed.

> When Loadins are installed, existing users must be assigned to new Loadin-specific roles.

Edit a User

Once a user has been created, the credentials can be edited as required.

Complete the following steps to edit a user:

1. Right-click the Faronics Core Server and select *Manage Users and Roles*.

2. The *User Management* dialog is displayed. Select the user to edit and click *Edit User*.
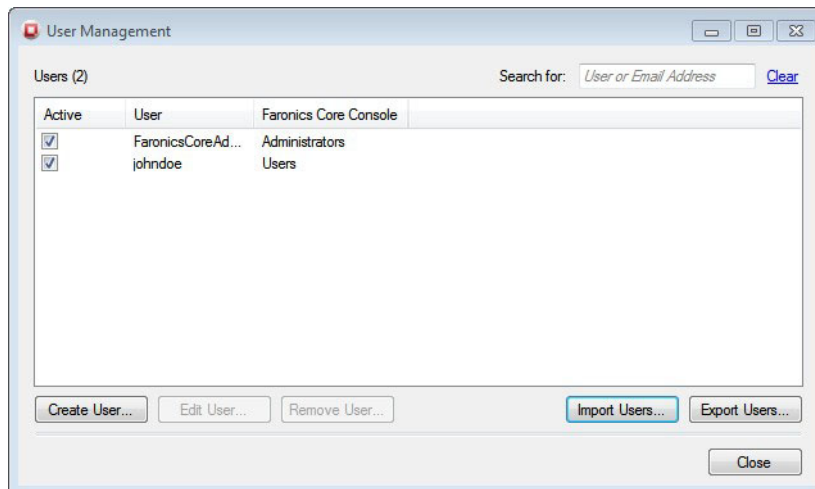
3. The *Edit User* dialog is displayed.
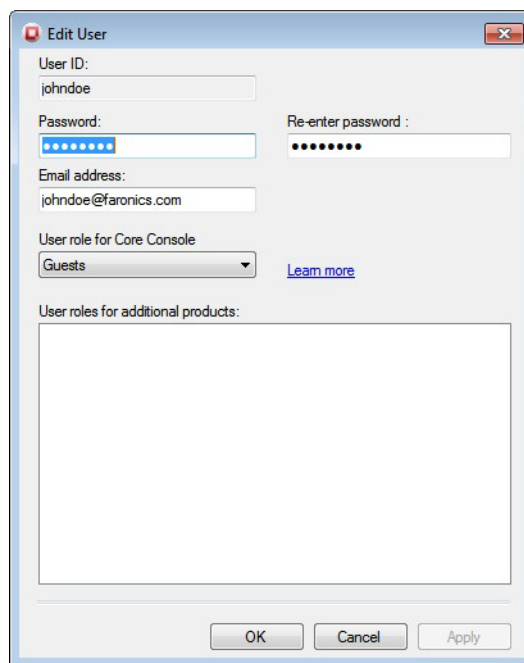
Edit the values for the following fields as required:

- *User ID* — specify a User ID for the user.

- *Password* — specify a password (the password must be alphanumeric, between 8 to 15 characters, with upper case, lower case and numbers).

- *Re-enter password* — re-enter the password.

- *Email address* — enter the email address for the user.

- *User Role for Faronics Core Console* — select if the user is an Administrator, Power User, User or Guest.

4. Click OK. The user is edited. Click *Close*.
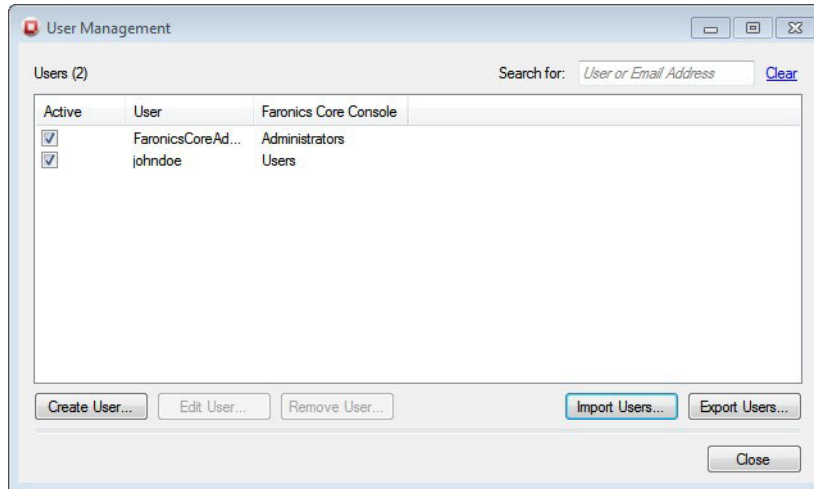
Activate or Deactivate a User

Users can be activated or deactivated via Faronics Core Console. Users deactivated will not be able to perform any actions on Faronics Core Console. Deactivated users can be activated as required.

Complete the following steps to edit a user:

1. Right-click the Faronics Core Server and select *Manage Users and Roles*.

2. The *User Management* dialog is displayed. Select the user.

• *Activate* — select the Active check box to activate the user.

• *Deactivate* — clear the Active check box to deactivate the user.
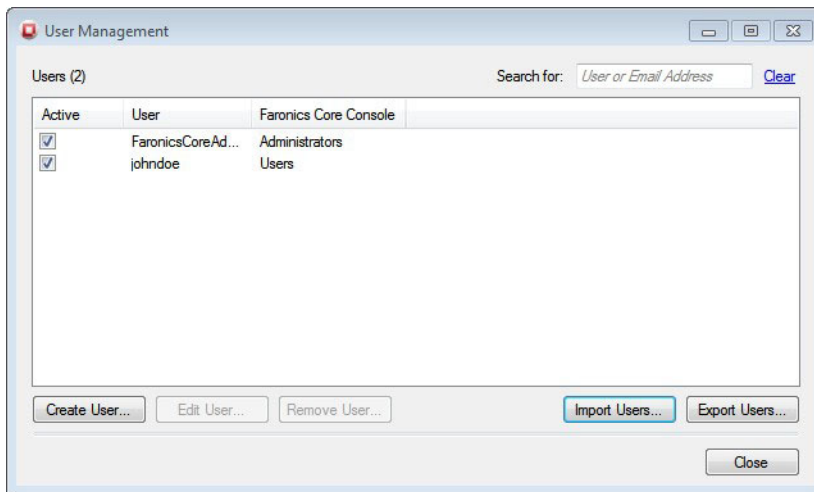
If a user is deactivated, the Scheduled Tasks created by the user will not be executed.

Custom Workstation Groups

Faronics Core Console allows you to create Dynamic Custom Workstation Groups, Static Custom Workstation Groups and Mixed Custom Workstation Groups.

> ⚠️ Installing certain Product Loadins may automatically create Dynamic Custom Workstation Groups under the Product Loadin in the *Console Tree* pane. These groups are specific to the particular Product Loadin. Some groups created by the loadin can be edited and some are read-only depending on the Product Loadin that has created the group. Refer to the user guide for the Product Loadin for more information.

Dynamic Custom Workstation Groups

In a scenario where you have multiple managed workstations, Faronics Core Console provides a feature to create Dynamic Custom Workstation Groups. This feature allows you to create workstation groups and dynamically update the workstation list based on predefined parameters.

To create Dynamic Custom Workstation Groups, complete the following steps:

1.   In the Action Pane, right-click Custom Workstation Groups and select *Create Subgroup*.
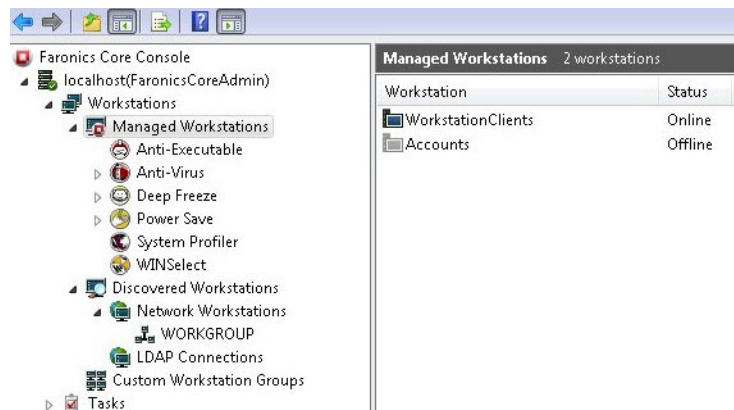
2.   Enter a unique name for the group and click *OK*.
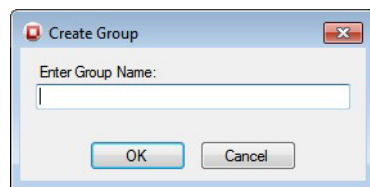
3.   Right-click on the sub group and select *Add Dynamic Filter*. The *Dynamic Rules for Group test* dialog is displayed.
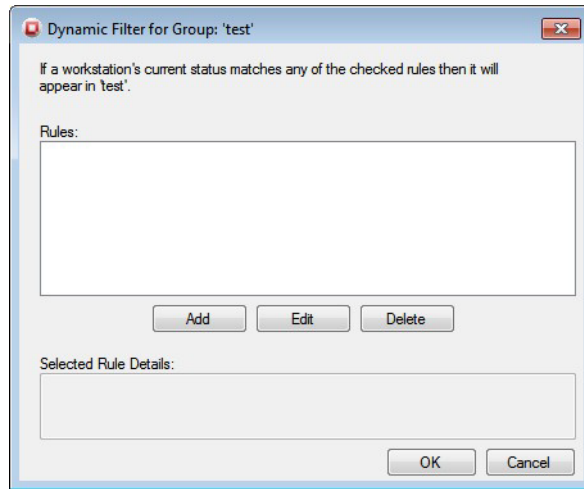
4. Click *Add*. The *Rule Editor* dialog is displayed.
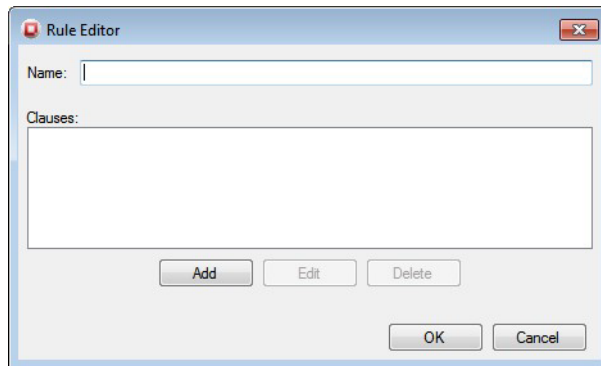
5. Click *Add*. The *Clause Editor* dialog is displayed.
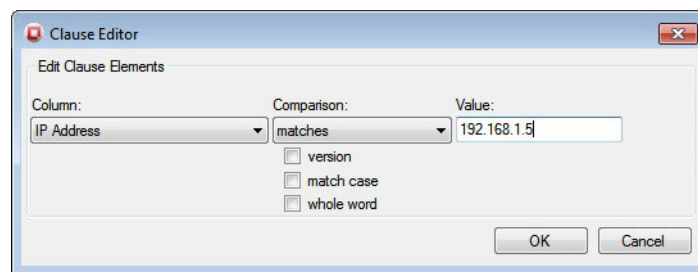
6. Select or specify the appropriate value for *Column*, *Comparison*, and *Value* fields. Click *OK*. The rule is created and displayed in the *Rule Editor* dialog. Click *OK*.

- The *Column* field has the following options:

  — Product

  — Workstation

  — Version (Agent)

  — MAC Address

  — IP Address

  — OS Type

  — Last Agent Event

- Depending on the option selected from in *Column* drop-down, the following options are displayed in the *Comparison* drop-down:

  — equals

  — not equal to

  — greater than

  — greater than or equal to

  — less than

  — less than or equal to

> ⚠️ The options displayed in the *Column* and *Comparison* drop-down depend on the Loadins installed on your system. The Loadins displayed are not part of the Faronics Core Console installation. Loadins are licensed and installed separately.

- The Value field is a numeric field where any numeric value can be specified.

In this example, we have selected the following options:
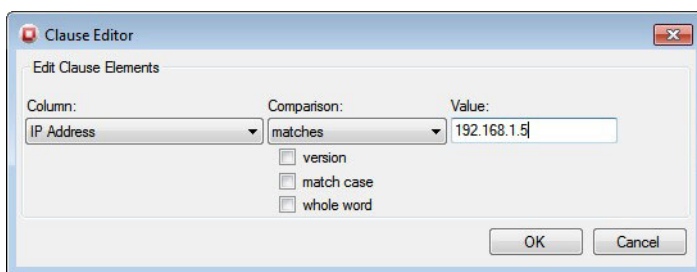
7. Double-click on the sub group created in the previous steps. The following result is displayed based on the rules specified. The following screen shows the Dynamic Custom Workstation Group with the icon displayed adjacent to the workstation.

For more information on all the options in the Clause Editor, refer to *Appendix D, Clause Editor for Custom Workstation Groups*.

Static Custom Workstation Groups

Static Custom Workstation Groups can be created by dragging and dropping managed workstations from the *Workstations List* to the sub folder under *Custom Workstation Groups*. Alternatively, you can also right-click on a single or multiple workstations, select *Copy* and paste it in the sub folder under *Custom Workstation Groups*.

Mixed Custom Workstation Groups

A *Dynamic Filter* can be created and added to a Static Custom Workstation Group to create a Mixed Custom Workstation Group.

⚠️ Workstations in the Static Workstation Group can be deleted by selecting the workstation and pressing *Delete*. Workstations in the Dynamic Workstation Group cannot be deleted. To delete workstations in the Dynamic Workstation Group, modify or delete the filter.
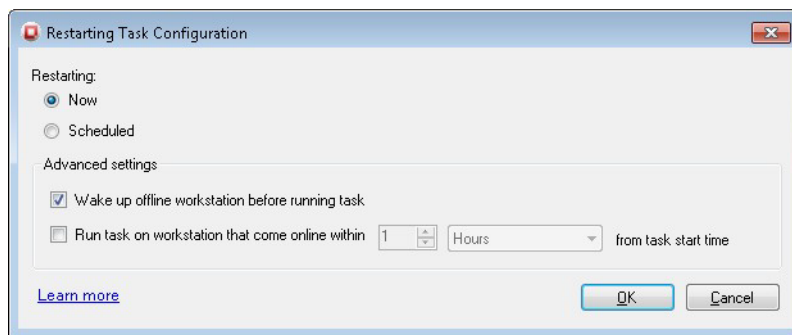
Scheduling Action

To schedule a task, complete the following steps:

1. Tasks can be scheduled for an individual workstation or by selecting multiple workstations. There are multiple ways to schedule a task:

    —   Right-click on one or more workstations and select a Faronics Core or Product Loadin action from the context menu.

    —   Select one or more workstation and select the action from the *Actions* pane.

2. Specify if the task needs to be updated *Now* or scheduled and select the following Advanced Settings:

*   *Wake up offline workstation before running task* — select this option to wake up the offline workstation(s) before running the task on the workstation(s).

*   *Run task on workstations that come online within x* — select this check box to retry the action when an offline workstation can communicate again with the Faronics Core Server. If this option is selected, the tasks will remain in the *Active* node of the *Console Tree* pane until all the offline computers come back online or, until the *Wait Time* expires (whichever is earlier). Enter the value for *x*. Select the duration in days (minimum 1 and maximum 365), hours (minimum 1 and maximum 168), or minutes (minimum 3 and maximum 1140).

![warning] If two tasks are executed one after the other, the second task will not execute if the second task is not configured to wait and the first task discovers that the workstation is offline. If the second task is configured to wait for workstation to come online, then both tasks will wait for the predefined time interval and execute if the workstation comes back online within the specified time interval.

3. Select the frequency (*One Time*, *Daily*, *Weekly*, or *Monthly*). Select additional options that appear depending on the frequency selected (*Time*, *Date*, *Day*, or *Month*).

• One Time

• Daily

- Weekly

- Monthly

4. Click *OK*.

> ⚠️ The users in the User role can only edit or delete the Scheduled Tasks created by them. The Administrators and Power Users can edit or delete all tasks.

Modifying the set of Workstations in a Scheduled Task

Once a task has been created, the workstations in the task can be modified in the following ways:

- Drag and drop one or more workstations from *Console Tree pane > Managed Workstations* node to *Console Tree pane > Task > Scheduled > [Task Name].* The task is now updated with the newly added workstation.

- Right-click on a single workstation or multiple workstations in *Console Tree pane > Managed Workstations* node and select *Copy*. Right-click on *Console Tree pane > Task > Scheduled > [Task Name]* and select *Paste*. The task is now updated with the newly added workstation.

Viewing, Editing, Re-executing, Canceling and Renaming Scheduled Actions

Viewing Tasks

Once the task has been created, it appears in the *Tasks* node of the *Console Tree* pane. Tasks are grouped according to when they are scheduled:
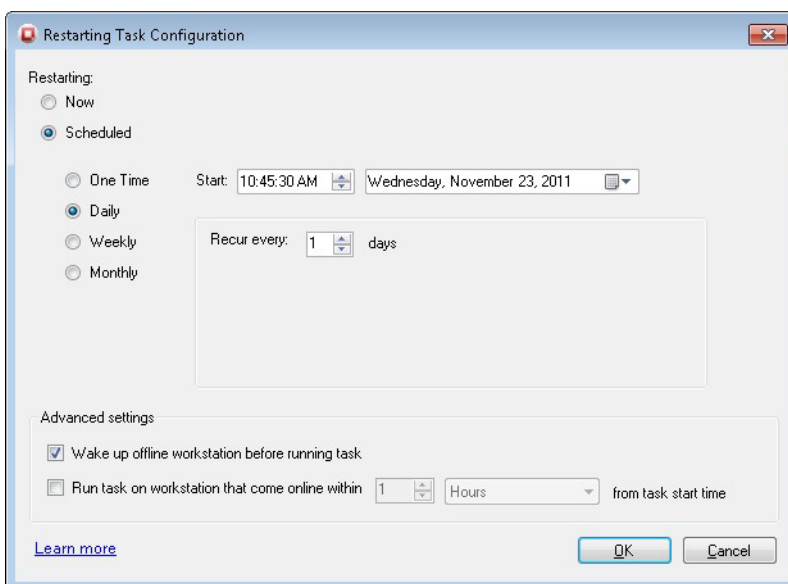
- Future and recurring tasks are listed under *Scheduled*.

- Currently executing tasks are listed under *Active*.

- Previously executed tasks are listed under *History*.

Editing Tasks

To edit a task, complete the following steps:

1. Select *Tasks > Scheduled > [Task Name]* in the *Console Tree* pane.

2. Right-click on the task and select *Edit Schedule...*

3. The *Schedule Task* dialog appears.

4. Edit the task and click *OK*.

Re-executing Tasks

To re-execute a task, complete the following steps:

1. Select *Tasks > History > [Task Name]* in the *Console Tree* pane.

2. The task can be re-executed in the following ways:

— Right-click on the task and select *Retry task for Failed workstations (x)* to re-execute the task on the workstations where the task has failed. Right-click on the task and select *Retry task for All workstations (x)* to re-execute the task on all workstations.

— Right-click on *All Workstations* and select *Re-execute task (x)* to re-execute the task on all workstations. Right-click on *Failed* and select *Re-execute task (x)* to re-execute the task on workstations where the task has failed. Right-click on *Succeeded* and select *Re-execute task (x)* to re-execute the task on workstations where the task has succeeded.

— *x* stands for the number of workstations under this option.

3. The task is re-executed.

Canceling

To cancel a task, complete the following steps:

1. Select *Tasks > Active > [Task Name]* in the *Console Tree* pane.

2. Right-click on the task and select *Cancel* task.

3. The task is canceled.

If the task is currently being executed on a workstation, it is not canceled. If the task has not started on a particular workstation while canceling, it is canceled before being executed.

Rename

To rename a task, complete the following steps:

1. Select *Tasks > Scheduled > [Task Name]* in the *Console Tree* pane.

2. Right-click on the task and select *Rename* task.

3. Specify a new name and click *OK*.

Reports

Product Loadins add the ability to generate reports compiled from the data reported to the database by the workstations. These generated reports appear under the *Reports* node in the *Console Tree* pane.

Emailing, Printing, and Renaming Reports

Emailing Reports

1. Select *Reports > [Report Name]* in the *Console Tree* pane.
2. Right-click on the selected report.
3. Select *Email Report.*
4. The default Email program is launched with the report attached.
5. Enter the Email address and click *Send.*

Printing Reports

1. Select *Reports > [Report Name]* in the *Console Tree* pane.
2. Right-click on the selected report.
3. Select *Print Report.*
4. Select the printer and click *Print.*

Renaming Reports

1. Select *Reports > [Report Name]* in the *Console Tree* pane.
2. Right-click on the selected report.
3. Select *Rename.*
4. Specify the new name and press *Enter.*

The report name under the *Report Node* is changed to the new name. However, the name inside the report when it is opened displays the name that was specified when the report was generated.

Sending a Message to Online Workstations

To send a message to online workstations, complete the following steps:

1. A message can be sent to the online workstations in one of the following ways:

   — Right-click on one or more workstations and select *Send Message* from the context menu.

   — Select one or more workstation and select *Send Message* from the *Actions* pane.

   — Right-click on *Managed Workstations* and select *Send Message* from the context menu or *Actions* pane to send a message to all workstations.

   — Right-click on *Managed Workstations > Custom Workstation Groups> [Group Name]* and select *Send Message* from the context menu or *Actions* pane to send a message to all workstations in the group.

2. Specify the message in the *Message* field. Select *Save message contents* to save the contents of the message for reuse. Only the contents of the last message is saved. Click *Next*.
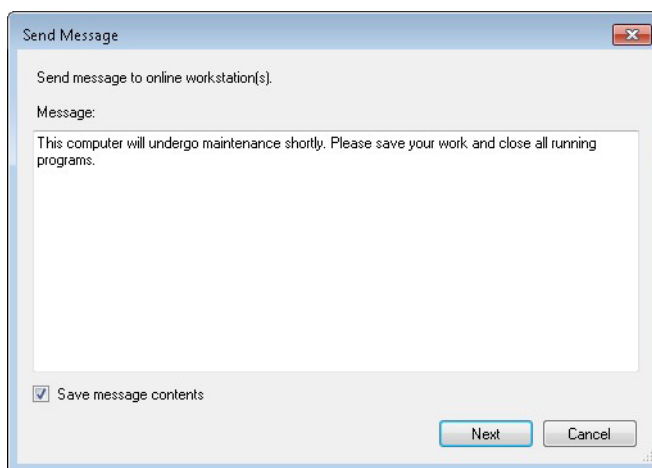
3. Specify if the task needs to be updated *Now* or later. For later, select the frequency (*Once*, *Daily*, *Weekly*, or *Monthly*). Select additional options that appear depending on the frequency selected (*Time*, *Date*, *Day*, or *Month*).

4. Click *OK*.

Making a note about workstations

To make a note on online workstations, complete the following steps:

1. A note can be attached to one or more online, offline, managed, or unmanaged workstations in one of the following ways:

   — Right-click on one or more workstations and select *Make Note* from the context menu.

   — Select one or more workstation and select *Make Note* from the *Actions* pane.

   — Right-click on *Managed Workstations* and select *Make Note* from the context menu or *Actions* pane to make a note about all workstations.

   — Right-click on *Managed Workstations > Custom Workstation Groups> [Group Name]* and select *Make Note* from the context menu or *Actions* pane to make a note about all workstations in the group.

2. Specify the message in the *Enter note* field. Select *Save* to save the note. If there is an existing note, it is overwritten.
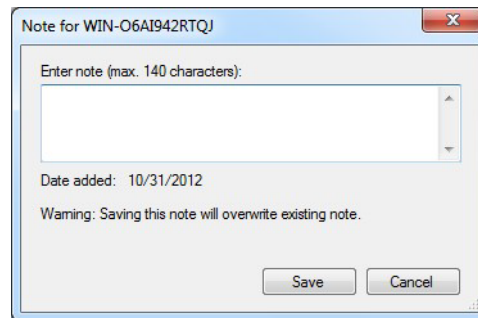
Remotely Launch Executables or Installers on Workstations

This feature allows IT administrators to remotely launch executables on managed workstations. An executable can be remotely installed on multiple workstations on the network managed by Faronics Core. File types supported are .exe (executables), .msi (MSI installers), and .bat (batch script files). When an MSI installer is selected, Faronics Core Agent runs it using MSIEXEC.

To remotely launch executables on workstations, complete the following steps:

1. An executable can be launched on workstations in one of the following ways:

   — Right-click on one or more workstations and select *Remote Launch* from the context menu.

   — Select one or more workstation and select *Remote Launch* from the *Actions* pane.

   — Right-click on *Managed Workstations* and select *Remote Launch* from the context menu or *Actions* pane to remotely launch an executable or an installer on all workstations.

   — Right-click on *Managed Workstations > Custom Workstation Groups> [Group Name]* and select *Remote Launch* from the context menu or *Actions* pane to remotely launch an executable or an installer on all workstations in the group.

2. Specify the values for the following fields below and click *Next*.

- *Filename and Path* - specify the filename and path where the file is available on the console computer. Alternatively, you can browse to select the executable. File types supported are .exe (executables), .msi (MSI installers), .vbs (VBScript), .ps1 (PowerShell) and .bat (batch script files). For example, if the executable MyApplication.exe is available at C:/AppFolder, specify *C:/AppFolder/MyApplication*.

- *Arguments* - specify the arguments that you want to apply with this executable. For example, if the executable is run from the command prompt with the command C:\AppFolder\MyApplication -o logFile.log, specify *-o logFile.log* for arguments. For .msi files, specify the arguments that you would normally specify when launching a .msi file with MSIEXEC. If you do not specify any argument for a .msi file, Core Agent will automatically append "/i" (install). Faronics Core Agent also replaces any display options with /qn, (quiet, no UI).

- *Run as* - select the user that will run this executable on the workstations. Select System or User. Specify the *Name* of the user and *Password*.

3. Specify if the task needs to be run *Now* or later. The users in the User role can only edit or delete the tasks created by them. The Administrators and Power Users can edit or delete all tasks.

4. Click *OK*.

> ⚠️ Faronics Core will only know if the file was launched. Faronics Core will not know if the file was successfully executed.
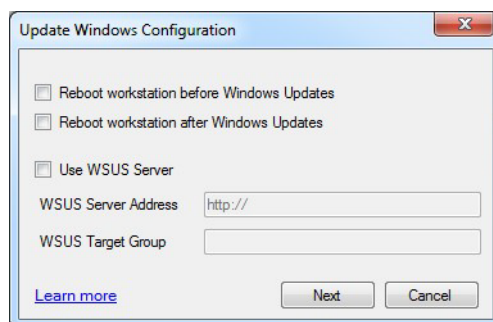
Update Windows on Workstations

This feature allows IT administrators to remotely perform Windows Updates on Managed workstations.

To perform Windows Updates on workstations, complete the following steps:

1. The Update Windows command can be executed in one of the following ways:

   — Right-click on one or more workstations and select *Update Windows* from the context menu.

   — Select one or more workstations and select *Update Windows* from the *Actions* pane.

   — Right-click on *Managed Workstations* and select *Update Windows* from the context menu or *Actions* pane to update Windows on all workstations.

   — Right-click on *Managed Workstations > Custom Workstation Groups> [Group Name]* and select *Update Windows* from the context menu or *Actions* pane to update Windows on all workstations in the group.

2. Specify the values for the following fields below and click *Next*.

- *Reboot workstation before Windows Updates* - select this option to reboot the workstation before Windows Updates start.

- *Reboot workstation after Windows Updates* - select this option to reboot the workstation after all the pending Windows Updates are installed. This does not include reboots required to configure the updates.

- *Use WSUS Server* - select this option if you are using the Windows Server Update Services (WSUS). This option allows you to manage Windows Updates through Faronics Core. After selecting this option, specify the value for the following:

   — WSUS Server Address - specify the WSUS Server Address from where Windows Updates will be downloaded.

   — WSUS Target Group - specify the WSUS Target Group.

3. Click *Next*.

4. Specify if the task needs to be run *Now* or later. This action is only available to Administrators and Power Users.

5. Click *OK*.

Service Packs for Windows can be updated by the Update Windows feature of Faronics Core only if a WSUS Server is used.

The Update Windows feature of Faronics Core will override the GPO settings for Windows Update.

Remotely Connect to Online Workstations

This feature allows IT administrators to remotely connect to Managed or Discovered workstations.

To remotely connect to the workstations, complete the following steps:

1. Right-click a single workstation and select *Remote Connect*. Alternatively, you can also click *Remote Connect* in the *Actions* pane.

2. Specify the *User Name* and *Password* in the *Windows Security* dialog. Click OK.

3. If the Remote Desktop Connection dialog is displayed with the message *The identity of the remote computer cannot be verified. Do you want to connect anyway?* Click *Yes*.

The Remote Desktop Connection is established.

> ⚠️ By default, Core attempts to connect by IP address for managed workstations and by name for unmanaged workstations. You may change this setting by going to Console Properties and changing the option for *Address workstations with Remote Connect*.

> ⚠️ The workstations must be configured to accept remote connections before connecting using Remote Desktop. For example, on Windows 7, right-click Computers and select *Properties*. Click *Advanced system settings* and click the Remote tab. Seelct *Allow connections from computers running any version of Remote Desktop* and click *OK*. For Allowing Remote Connection on Windows computers, refer to the Windows user documentation.

Get Status from Online Workstations

To update the status of workstations in the Workstation List pane, complete the following steps:

1. Right-click a single workstation and select *Get Status*. Alternatively, you can also click Get Status in the Actions pane.

2. The status of the workstation is updated for each column in the Workstation List pane.

The *Refresh* option will only access the information already available in the Faronics Core Database. However, the Get Status option will communicate with the selected workstation for status.

Configuring Alerts

Alerts can be configured for Faronics Core and Loadins.

Complete the following steps to configure alerts.

1. Right-click Alerts in the Console Tree Pane and select Configure Alerts.

2. Select the following options in the Status tab.
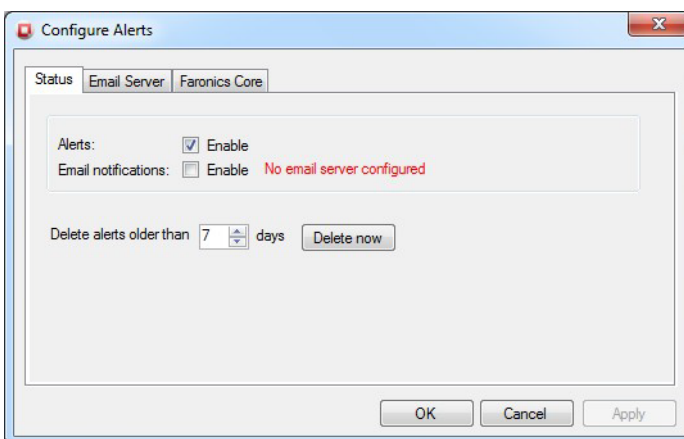
- *Alerts*: Select Enable to enable the alerts feature on Faronics Core.

- *Email notification*: Select Enable to enable the email notification.

- *Delete alerts older than x days*: Select the number of days the alerts will be stored. Click *Delete* now to delete the alerts.

3. Select the following options in the Email Server tab.
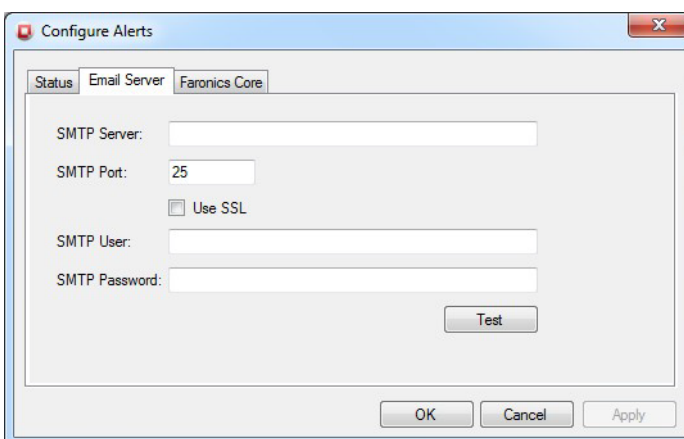
- SMTP Server: Specify the SMTP Server.

- SMTP Port: Specify the SMTP Port (the default port is 25).

- Use SSL: Select the User SSL check box if want to use SSL.

- SMTP User: Specify the SMTP user.

- SMTP Password: Specify the SMTP password.

- Click *Test* to test the connection.

4. Select the following options in the Faronics Core tab.
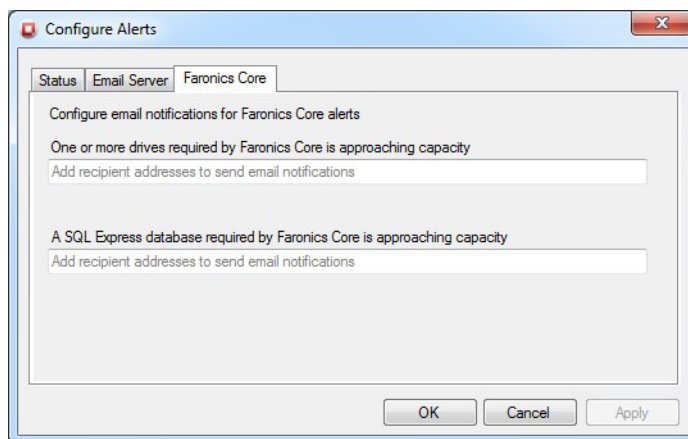
- Enter the email address for the alerts and click *Apply*.

5. Click *OK*.

Configuring the Faronics Core Agent

The Faronics Core Agent settings can be changed from Faronics Core Console following a Faronics Core Agent deployment. Right-click the workstation, select [*Core_Server_Name*] > *Configure Workstation > Configure Faronics Core Agent*. Modify the required settings in the following dialog:

- Connection Tab

    — *Faronics Core Agent Reports to Server* — This drop-down displays the server to which the workstation communicates. This field cannot be edited.

    — *Faronics Core Agent listens for commands on port*— This field displays the port on which the Faronics Core Agent listens. The default port is 7751.

    — *Workstation will act as a Wake-on-LAN (WOL) Relay* — Select this check box if the workstation will act as a Wake-on-LAN (WOL) Relay.

- Traffic Tab

— *Throttle* — select the value for *updates are sent to the Faronics Core Server no more often than* in minutes and seconds. This is the maximum number of times managed workstations report to the Faronics Core Server.

— *Heartbeat* — select the value for *updates are sent to Faronics Core Server at least every* in minutes and seconds. This is the minimum number of times managed workstations report to the Faronics Core Server.

- Password tab

— *Enable password*— specify the password that will be required when uninstalling the Faronics Core Agent locally. Specify the values for *New Password* and *Confirm Password*. This prevents unauthorized removal of Faronics Core Agent from the workstation.

Upgrading from Faronics Core Console 2.x to Faronics Core 3.0

It is not possible to directly upgrade from Faronics Core Console 2.x to Faronics Core 3.0. Faronics Core 3.0 will be installed along with Faronics Core Console 2.x.

For more information on migrating from Faronics Core Console 2.x to Faronics Core 3.0, refer to the Faronics Core Migration Guide available at *www.faronics.com/library*.

Upgrading the Faronics Core Agent

To upgrade the Faronics Core Agent, complete the following steps:

1. Right-click on one or more workstations and select *Faronics Core > Upgrade Faronics Core Agent*. Click *OK*.

2. Click *Next*.

3. Select *Now* or *Later*.

4. Click *Finish*.

> ⚠️ A Faronics Core Agent can report to only the Faronics Core Server that it is configured for. To change the Faronics Core Server that the Faronics Core Agent reports to, a new Faronics Core Agent has to be created with the credentials of the new Faronics Core Server. The old Faronics Core Agent has to be uninstalled and the new Faronics Core Agent has to be installed.

Uninstalling Faronics Core

This chapter explains the process of uninstalling Faronics Core and its components.

Topics

Uninstalling the Faronics Core Agent from the Workstation

Uninstalling Faronics Core Console and Faronics Core Server

Uninstalling Faronics Core Console and Faronics Core Server via Add or Remove Programs

Uninstalling Faronics Core Console (Including Database)

Uninstalling the Faronics Core Agent from the Workstation

No communication between the workstation and Faronics Core Console is possible after the Faronics Core Agent has been uninistalled. The Faronics Core Agent can be uninstalled in the following two ways:

Through Faronics Core Console

To remove the Faronics Core Agent complete the following steps:

1. Click *[Core_Server_Name]*.

2. In the Workstation List, select one or more workstations.

3. Right-click and select *Configure Workstation > Uninstall Faronics Core Agent*.

Locally at the workstation

To remove the Faronics Core Agent locally at the workstation complete the following steps:

1. Click *Start > Control Panel*.

2. Select *Add/Remove Programs > Faronics Core Agent > Remove*.

⚠️ It is not possible to uninstall the Faronics Core Agent without uninstalling the Workstation Client for the Product Loadins.

Uninstalling Faronics Core Console and Faronics Core Server

Faronics Core Console and Faronics Core Server can be uninstalled through the installer. To uninstall, complete the following steps:

1. Double-click *FaronicsCore.exe*.

2. Click *Next*. Click *Remove*.

3. Faronics Core Console and Faronics Core Server are removed from the computer.

> ⚠ If there are multiple Core Servers, complete the uninstall process on each Faronics Core Server.

Uninstalling Faronics Core Console and Faronics Core Server via Add or Remove Programs

Faronics Core Console and Faronics Core Server can be uninstalled through *Add/Remove Programs*. To uninstall, complete the following steps:

1. Click *Start > Control Panel*.

2. Select *Add/Remove Programs > Faronics Enterprise Console 3 > Remove*.

3. Faronics Core Console is removed from the computer.

> ⚠️ If there are multiple Core Servers, complete the uninstall process on each Faronics Core Server.

> ⚠️ Uninstalling Faronics Core Console through *Add/Remove Programs* does not delete the database. To uninstall Faronics Core Console and remove the database, refer to Uninstalling Faronics Core Console (Including Database) section.

Uninstalling Faronics Core Console (Including Database)

To completely remove Faronics Core Console, Faronics Core Server, including all previously created database entries, reporting account, and all Faronics Core Console data, complete the following steps:

1. Click *Start > Control Panel*.

2. Click *Add/Remove Programs > Faronics Core 3> Change*.

3. The following dialog is displayed. Click *Next*.

4. The following dialog is displayed. Select *Remove* and click *Next*.
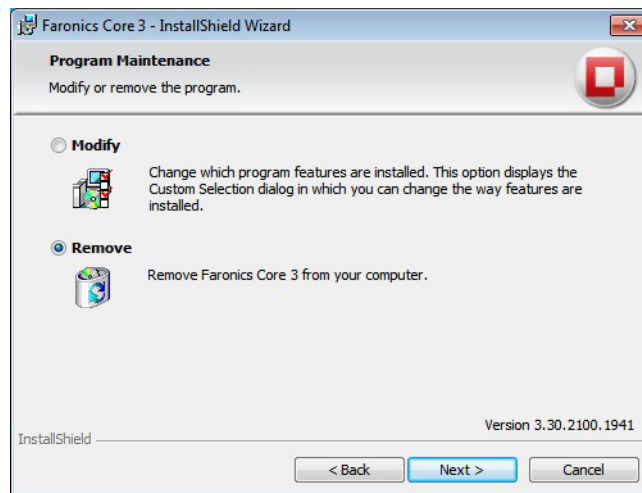
5. A dialog is displayed prompting for a decision to keep or discard the current database. Click *No* to discard the database.

6. Click *Remove*. Faronics Core Console and the database are removed from the computer.

7. Click *Finish* to exit the dialog.

Appendix A **Single Subnet Single Faronics Core Server**

The following diagram shows the architecture of Faronics Core running on a Single Subnet and a Single Faronics Core Server.
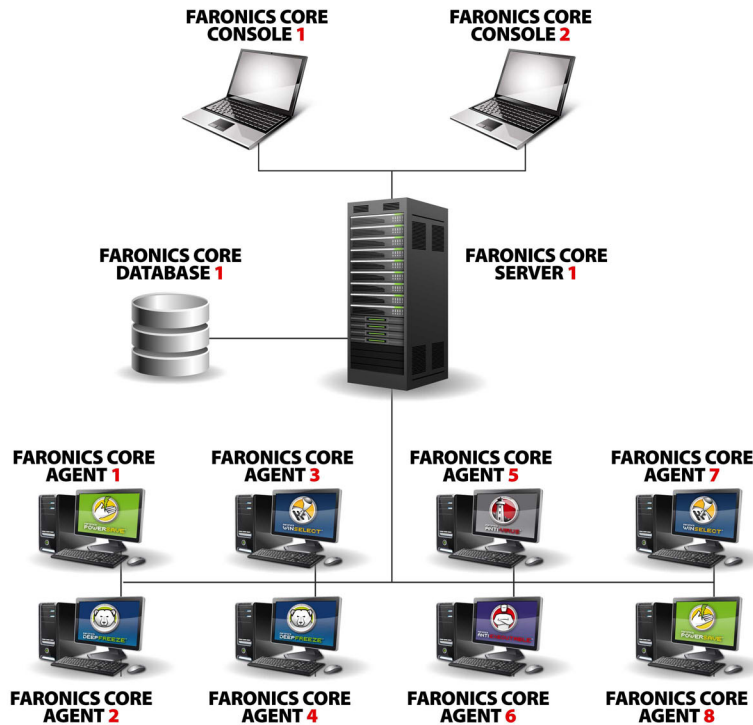
The above architecture has the following components:

* Faronics Core Server — There is only one Faronics Core Server in this setup.

* Faronics Core Console — Multiple Core Consoles connect to the single Core Sever.

* Faronics Core Database — There is only one database.

* Faronics Core Agent — There are multiple workstations with the Faronics Core Agent installed.

Multiple Core Agents report to the Faronics Core Server. The Core Sever is managed via Faronics Core Console 1 and Faronics Core Console 2. The Faronics Core Server stores all the information about workstations in the database.

Appendix B   **Single Subnet Multiple Core Servers**

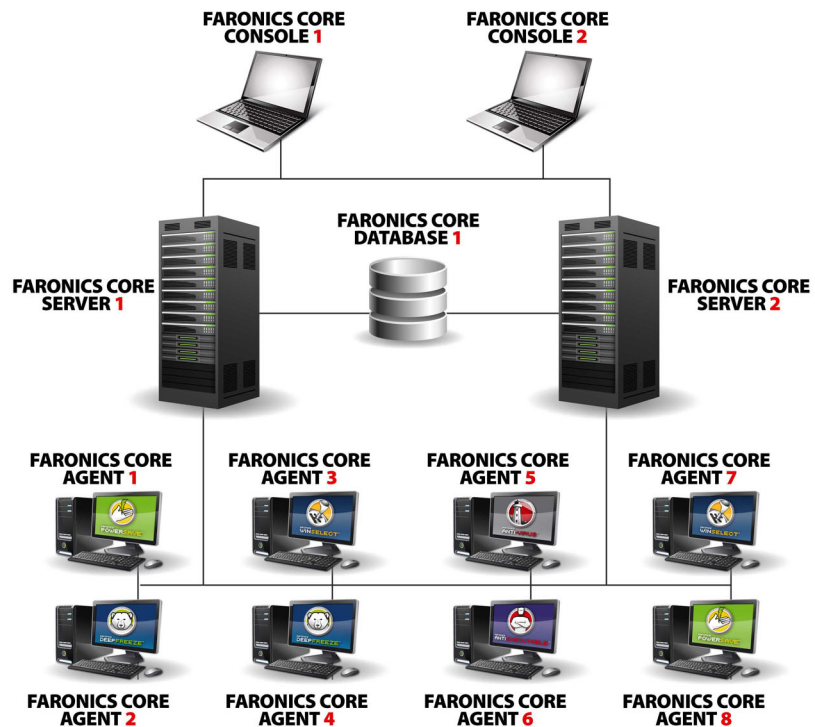The following diagram shows the architecture of Faronics Core running on Single Subnet and with multiple Core Servers.

The above architecture has the following components:

• Faronics Core Server — There are two Core Servers in this setup.

• Faronics Core Console — Multiple Core Consoles connect to the both Core Servers.

• Database — There is only one database.

• Faronics Core Agent — There are multiple workstations with the Faronics Core Agent installed.
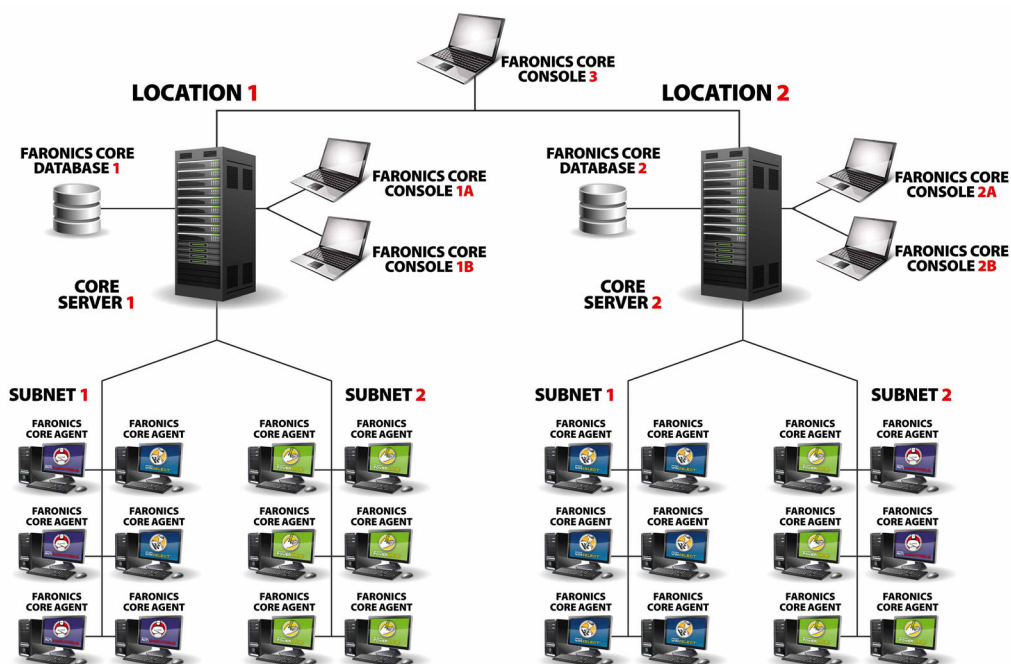
Multiple Core Agents report to the Faronics Core Server they are configured for. The Core Severs are managed via Faronics Core Console 1 and Faronics Core Console 2. Faronics Core Console 1 and Faronics Core Console 2 can manage Faronics Core Sever 1 and Faronics Core Server 2. The Faronics Core Server 1 and Faronics Core Server 2 store the information about workstations in the database.

Appendix C   **Multiple Subnet Multiple Core Servers**

The following diagram shows the architecture of Faronics Core running on Multiple Subnets and with multiple Faronics Core Servers.

The above architecture has the following components:

- Faronics Core Server — There are two Core Servers in this setup, Faronics Core Server 1 and Faronics Core Server 2.

- Faronics Core Console — Multiple Core Consoles connect to the both Core Servers. Faronics Core Console 1, Faronics Core Console 2 and Faronics Core Console 3.

- Database — There are two databases, one for each subnet.

- Faronics Core Agent — There are multiple workstations with the Faronics Core Agent installed.

Subnet 1: Multiple Core Agents report to Faronics Core Server 1. The Core Sever is managed via Faronics Core Console 1. Faronics Core Server 1 stores the information about workstations in Database 1.

Subnet 2: Multiple Core Agents report to Faronics Core Server 2. The Core Sever is managed via Faronics Core Console 2. Faronics Core Server 2 stores the information about workstations in Database 2.

Faronics Core Console 3 can connect to both Faronics Core Server 1 and Faronics Core Server 2 and manage the workstations on Subnet 1 and Subnet 2.

Appendix D   **Clause Editor for Custom Workstation Groups**

The Clause Editor allows you to configure multiple parameters to sort the workstations into different groups. This appendix explains the Clause Editor in detail.
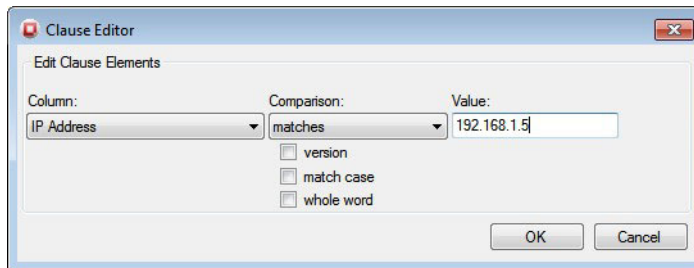
Complete the following steps to define a Clause:

1. Select *Column*.

2. Select *Comparison*.

3. Select *Option*

4. Specify *Value* or *Regular Expression*.

The following table shows the Column, Comparison, Option, and Values.

Select Column	Select Comparison	Select Option	Specify Value or Regular Expression
Active Task	matches does not match matches regular expression	version match case whole word	Specify the *Value* or *Regular Expression*.
IP Address	matches does not match matches regular expression	version match case whole word	Specify the *Value* or *Regular Expression*.
Last Agent Event	matches does not match matches regular expression	version match case whole word	Specify the *Value* or *Regular Expression*.

Select Column	Select Comparison	Select Option	Specify Value or Regular Expression
Last Agent Event Time	occurs on does not occur on occurs after occurs on or after occurs before occurs on or before	Absolute Date Relative Date	Select the date.
Mac Address	matches does not match matches regular expression	version match case whole word	Specify the *Value* or *Regular Expression*.
Note	matches does not match matches regular expression	version match case whole word	Specify the *Value* or *Regular Expression*.
Note Created	occurs on does not occur on occurs after occurs on or after occurs before occurs on or before	Absolute Date Relative Date	Select the date.
OS Type	matches does not match matches regular expression	version match case whole word	Specify the *Value* or *Regular Expression*.
Status	matches does not match matches regular expression	version match case whole word	Specify the *Value* or *Regular Expression*.

Select Column	Select Comparison	Select Option	Specify Value or Regular Expression
Version	matches does not match matches regular expression	version match case whole word	Specify the *Value* or *Regular Expression*.
Workstation	matches does not match matches regular expression	version match case whole word	Specify the *Value* or *Regular Expression*.
Workstation Port	equals not equal to greater than greater than or equal to less than less than or equal to		Specify a *Numerical Value*.

Regular Expressions

The Clause Editor allows the use of Regular Expressions to match characters.

The following table shows a few Regular Expressions that can be used with the Clause Editor.

Metacharacter	Description
.	Matches any single character (many applications exclude newlines, and exactly which characters are considered newlines is flavor-, character-encoding-, and platform-specific, but it is safe to assume that the line feed character is included). Within POSIX bracket expressions, the dot character matches a literal dot. For example, a.c matches "abc", etc., but [a.c] matches only "a", ".", or "c".

Metacharacter	Description
[ ]	A bracket expression. Matches a single character that is contained within the brackets. For example, [abc] matches "a", "b", or "c". [a-z] specifies a range which matches any lowercase letter from "a" to "z". These forms can be mixed: [abcx-z] matches "a", "b", "c", "x", "y", or "z", as does [a-cx-z].
	The - character is treated as a literal character if it is the last or the first (after the ^) character within the brackets: [abc-], [-abc]. Note that backslash escapes are not allowed. The] character can be included in a bracket expression if it is the first (after the ^) character: []abc].
[^]	Matches a single character that is not contained within the brackets. For example, [^abc] matches any character other than "a", "b", or "c". [^a-z] matches any single character that is not a lowercase letter from "a" to "z". Likewise, literal characters and ranges can be mixed.
^	Matches the starting position within the string. In line-based tools, it matches the starting position of any line.
$	Matches the ending position of the string or the position just before a string-ending newline. In line-based tools, it matches the ending position of any line.

(Source: http://en.wikipedia.org/wiki/Regular_expression)

Examples of Regular Expressions in Clause Editor

Regular expressions can be used in the following ways:

Objective	Syntax
Find workstations with the IP address range 192.168.1.1 to 192.168.1.9.	*IP address* matches regular expression ^192\.168\.1\.([1-9])$
Find workstations on the network where the 6th character in the workstation name is L or N and the next character is a dash.	*Workstation* matches regular expression .....[LN]-.*
Find workstations on the network where the name of the workstation ends with 'a'.	*Workstation* matches regular expression .*a$
Find workstations on the network where the name of the workstation begins with 'm'.	*Workstation* matches regular expression ^m

Objective	Syntax
Find workstations on the network where the name of the workstation has a '-t'.	*Workstation* matches regular expression .*-t.*
Find workstations on the network where the name of the workstation has a 3 character prefix.	*Workstation* matches regular expression ^$
Find workstations on the network using wildcard characters for workstation name. This expression looks for the characters og at the end of the name.	*Workstation* matches regular expression ^.*og$
Find workstations on the network where the Last Agent Event is blank.	*Last Agent Event* matches regular expression ^$