


Computer Console

By : Bobby Kearan

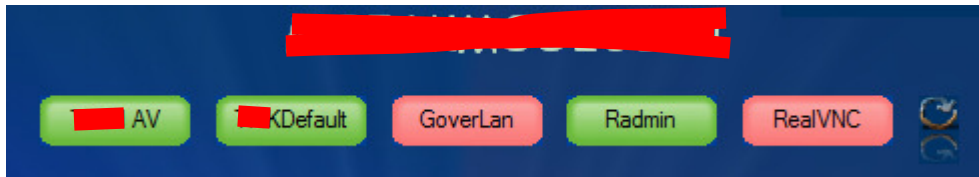
The  Computer Console is designed to help Support the Desktops within the environment more efficiently.

When opened, the Console displays information about the system you are running it on.

To change, put a computer name in the “Computer Name” field :



The top buttons are Color Coded to indicate installation status :



Red means the application is not installed at all.

Yellow means the application is install (or partially), but is not running.

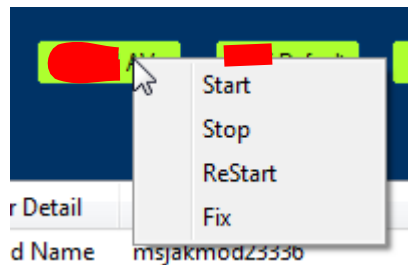
Green means the application is installed and running.

The circled arrow at the right side is the Refresh button.

You can move the end of field line over by hovering over it with the mouse, clicking and dragging to the



The buttons now have a right-click menu to control the services :




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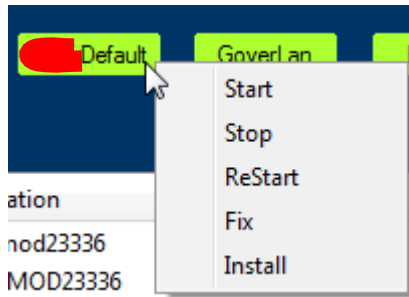
Start – tries to start the service

Stop – tries to stop the service

Restart – tries to stop then start the service

Fix – should be used if the service is yellow or red. This will try to re-start or install  This would **not** run silently.

BMC Tuner :

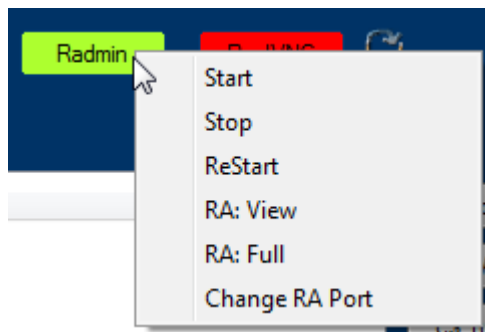


Start ; Stop ; Restart – same as above

Fix – tries to fix tuner issues.

Install – tries to install the Default **Workstation** Tuner. This would run silently. Should only be done if it is Red or if it is Yellow and the “c\$ Tuner” button results in an error.

Radmin :



Start ; Stop ; Restart – same as above

RA: View – opens the computer in Radmin View Only mode.

RA: Full – opens the computer in Radmin Full Control.

Change RA Port – use to change the port to [redacted] or back to the default if connection is not successful.

Install – installs radmin.

Radmin button requires you to have Radmin installed on your computer. The first time this is used will take a little time while the program searches for where your Radmin Viewer is located. If you *do not close* Computer Console, it will remember where it found your viewer.

Real VNC :

Same controls as Radmin button. The VNC Viewer is included in the install package, so you do not need to have the program on your computer to use. VNC is not authorized to remain installed on systems, so the “VNC Full” installs it, connects and when the connection ends, uninstalls VNC on the remote computer.

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If all the buttons are Red and the WMIPing detail says WMIPing Fail, the computer is not accessible. Clicking the “**Get Details**” button could cause a crash! If the WMIPing detail has WMIPing Success, then you can click “**Get Details**” to view a list view of information:

Computer Detail	Information
Computer Name	[REDACTED]
Operating System	Windows XP Professional Service Pack 3
Created/Changed	08/21/2008 21:53 ** 02/22/2010 02:32
Free Space (C:)	13594.23046875
IP Address	10.4.159.120
Tuner Installed	[REDACTED] Default
Tuner Running	[REDACTED] Default
Machine ID	win32:8881648190482897478
Trend Server	[REDACTED]
Last Boot Time	02/23/2010 15:24:00
Processor Info	GenuineIntel 2 2392hz x86 Family 15 Model 2 Stepping 7
Memory Slot	268MB mhz
Total Memory	268MB
Mfg & Model	IBM 830741U
PC Type	Mini Tower

This will also show any scheduled tasks.

And, if this is a laptop, it will warn if there is no encryption installed – fix asap!

Total Memory	1073MB
Mfg & Model	LENOVO 195144U
PC Type	Notebook

Processe

Regedit

Office Inf

Copy Text ***Notebook has No Encryption!***

Computer Name: [REDACTED]

You may select a line by clicking on the text and then click the “**Copy Text**” button to copy the line to your clipboard (copy and paste). This will allow you to paste the information into a text file, remedy incident, word document or other places. If you do not highlight a line of text, the “**Copy Text**” button will copy the entire list.

Copy Text

Computer Name:

The Right – Side Buttons

Heart Icon – Clicking this icon will start a ‘heartbeat’ monitor for the system name. This will ping every 10 seconds or so and display a green heart if the system is alive and a red heart if it is down. Look at the “reboot” icon for more information if the system is down.

BMC Lookup – Opens a window with the information about the computer from BMC Configuration Manager.

Tuner Admin – works best with FireFox as the main browser. While logged in to the BMC Console, this opens a Tuner Administrator session to the computer. It asks for Logon credentials once per session.

Tuner Folder – Opens an Explorer window to the Tuner folder on the computer (usually c:\program files\marimba\tuner)

UNC Paths – Right click on this button to bring up a list of places on the remote pc to open.

Lookup User – opens a new GUI and looks for Last logged on User and Most logged on user (recent). This will give a better indication of who the “regular user” of the system is. Includes phone info from AD.

Cleanup – launches a GUI interface that will delete temp files and browser files from every profile on a computer. It will also delete profiles that have not been logged in to for a year or more

Run Program – This allows you to browse for and run a program from your computer to the remote computer with your credentials. No command line switches (such as /s) using this method. (copies to temp folder, sets a task)

Tasks – launches a GUI interface to schedule and see tasks on the remote computer.

Processes – launches a GUI interface that will show Processes or Services on an endpoint. It will also allow you to search for a particular Process or Service and stop (kill) or start the service.

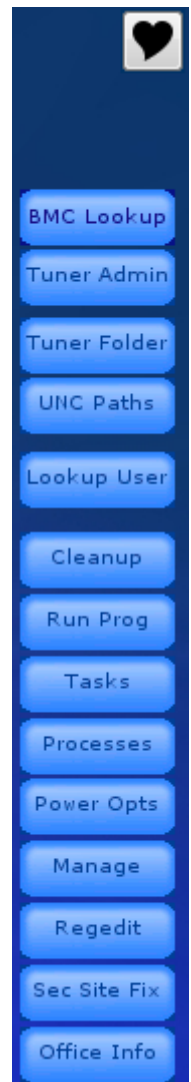
Power Opts – launches a GUI that will show the current power options set on the system and allow you to change them and save.

Manage – Opens up the Manage console directly to the remote system.

Sec Site Fix – copies the secure site fix to the computer and schedules it to run.

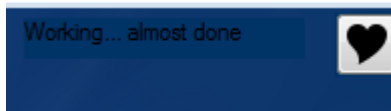
Regedit – launches the Registry Editor. It should collapse the default computer. Then **you** go to “file : connect network registry” and it will fill in the name of the remote system and connect.

Office Info – May take a Very LONG time. Searches the computer (which takes time!!) for Microsoft Office files and pulls information about them. (see next page)

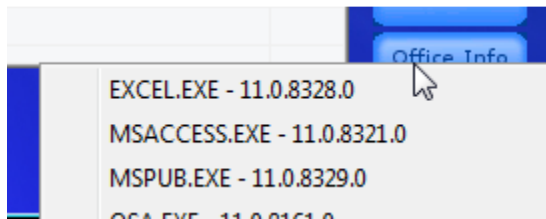


The Office Info button

After clicking on this button, you will have to pay attention to the Working status near the heartbeat icon :



Once the status disappears, you will have a context menu on the button (right click).



This shows the office executable installed and the version.

You may click “**View CSV report**” to see more details in text format – should open in Excel.

The History!

The History field is a drop-down box with the last few computer names you have connected to. You should be able to click on a computer name to revisit that computer. You may also click on “more” to open a text file with a lot more of the computer names you have looked at listed.

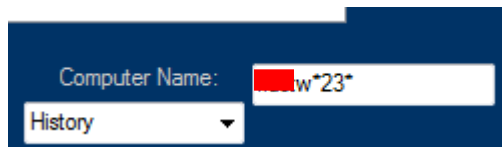
When the console is first opened, it attempts to read from the file and populate some computer names. If a computer is already on the list, it will not add it a second time.

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The Computer Name field :

You can do some neat things with the Computer Name field. For instance, you can put in an IP address. This will translate the IP to a computer name and give details on what is located at that IP.

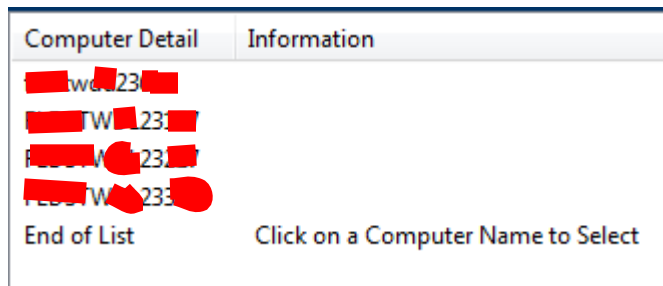
You can also (new in this version) use a WildCard in the computer name!



A screenshot of a web interface showing a search field labeled "Computer Name:" with the text "w*23*" entered. Below the search field is a dropdown menu labeled "History".

or two wildcards... don't go too crazy with them.

This results in a list :

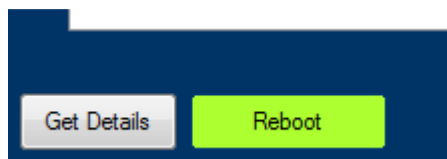


Computer Detail	Information
w*23*	
TW*23*	
F*W*23*	
FE*TW*23*	
End of List	Click on a Computer Name to Select

To select a computer, just click on the computer name. It will give you the initial details just as if you had typed that name in without the wildcards.

The wildcard search will stay in the Computer Name field.

The Reboot button



This innocent looking button will try to show you when someone is logged on. Green means that nobody SHOULD be logged on. To verify, use Radmin or RealVNC to VIEW and verify that nobody is using this computer.

If you click the button, it will **try** to reboot the system. If it THINKS nobody is logged on, it will do a silent reboot.

If there is someone logged on, then it will warn the user about the reboot.

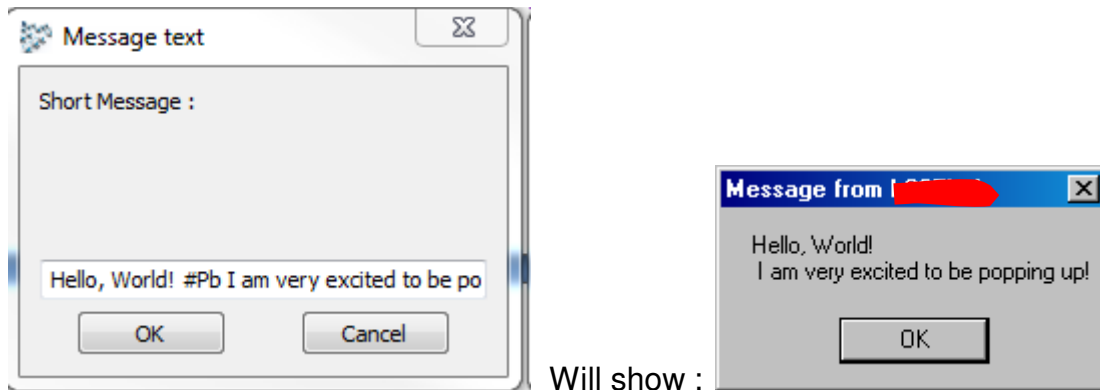


The Popup Msg button

With this little button, you can send a popup message to a remote computer using a scheduled task to customize the message. Since it uses tasks, it is not in any way “Instant Messaging.”

In the messages, avoid using special characters such as “&” and “^” – anything that DOS might misunderstand.

To start a new line, use “#Pb”



Notice the space before the “l” on the second line. To remove that you would have typed : Hello, World! #Pbl am very excited to be popping up! In the message field.

Also, keep the message short. “Please call #Pb601-208-1234#Pb at your earliest convenience.” should suffice. Just remember to change the phone number!!

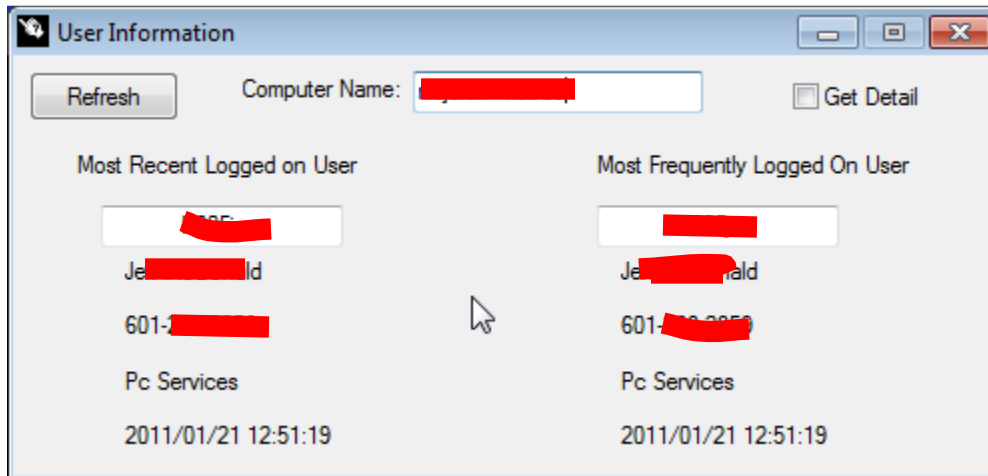
The GUIs

The console has several additional GUI programs. Each has a different function and can be run independently (from the Installed folder) if needed.

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The User Info GUI

This is a fairly simple interface to pull up more detailed information on the logged on users. Sometimes the most recently logged on user is You. The most frequently logged on user should be the actual user of the machine.



If you click on the "Get Detail" checkbox and refresh, it will show more detailed information :

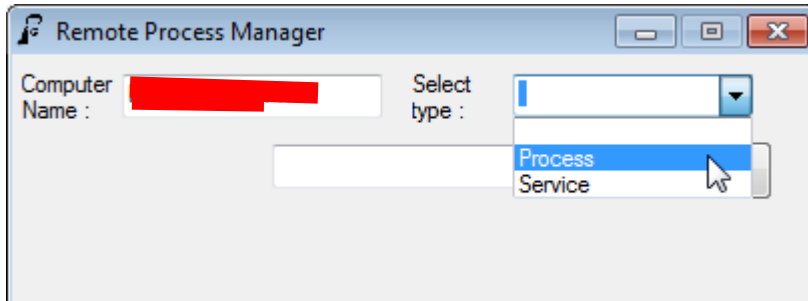
The screenshot shows a window titled "Array: ListView Display" containing a table with the following data:

Row	Col 0	Col 1	Col 2	Col 3	Col 4
[0]	4	User Name	Profile Age (days)	Recent Logons	Last Logon
[1]		[redacted]	174	13	2011/01/21 12:51:19
[2]		[redacted]	0	0	
[3]		[redacted]	50	12	2011/01/21 15:35:02
[4]		[redacted]	20088	44	2011/01/25 09:12:52
[5]					
[6]	Newest	[redacted]			
[7]	Active User	[redacted]			
[8]	Latest	[redacted]			
[9]					
[10]					
[11]					
[12]					
[13]					
[14]					
[15]					
[16]					
[17]					
[18]					
[19]					

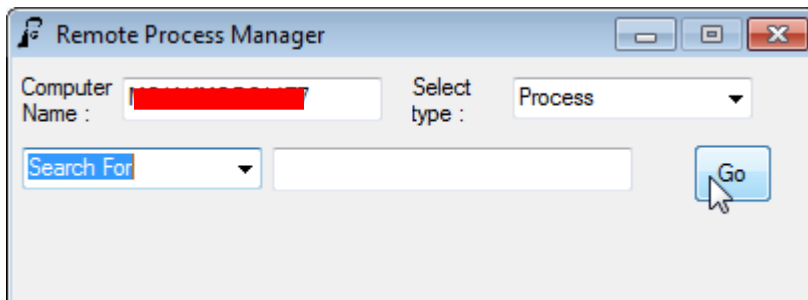
At the bottom of the window, there is a button labeled "Copy Selected".

Processes GUI

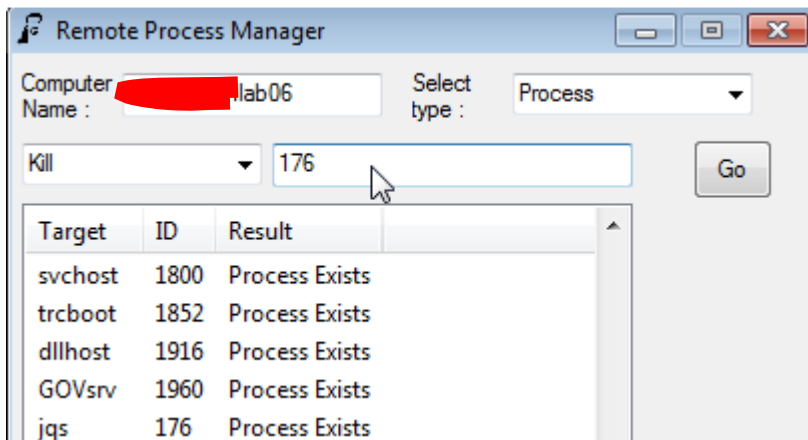
When this GUI comes up, you need to select whether you want to see Processes or Services.



Then Search For (click Go)



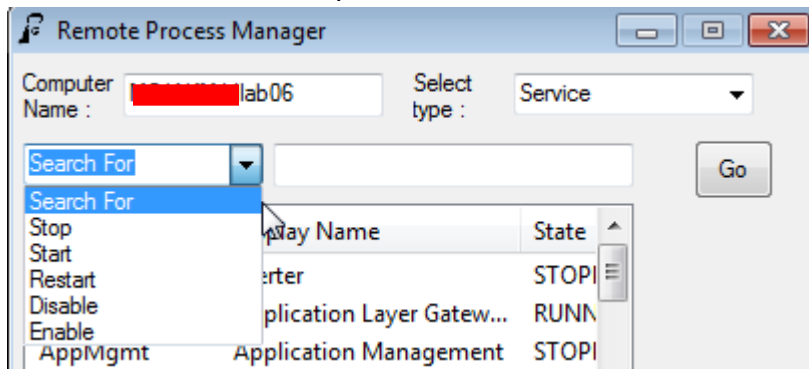
The only thing you can do with Processes is Kill them by the ID number.



You will have to manually clear the number and select Search For again before clicking go.

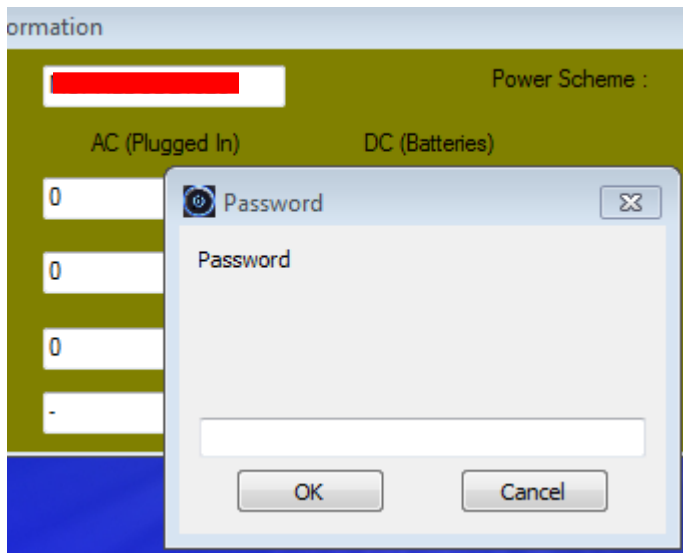
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You have a few more options with Services:



You need to use the name under “Service Name” to act on. Again, after trying, you will need to clear and “Search For” again.

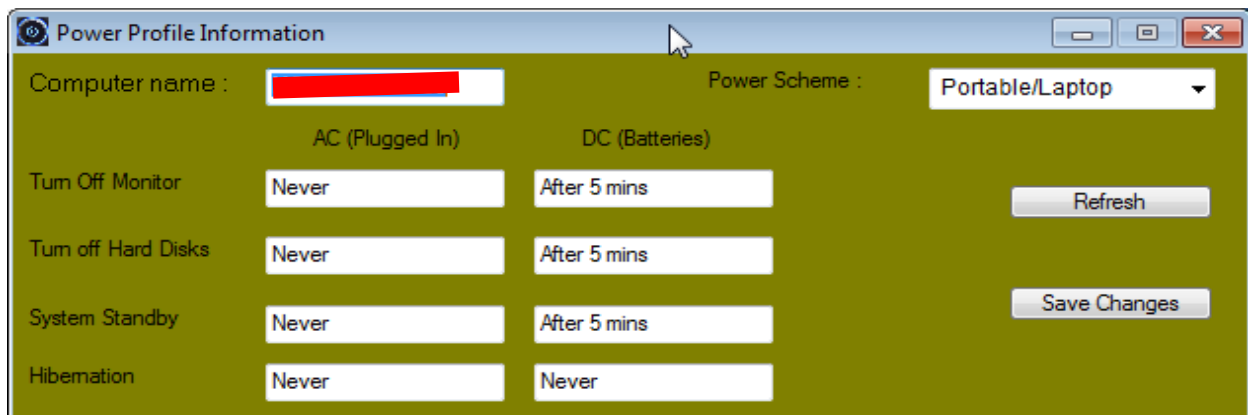
Power Options GUI



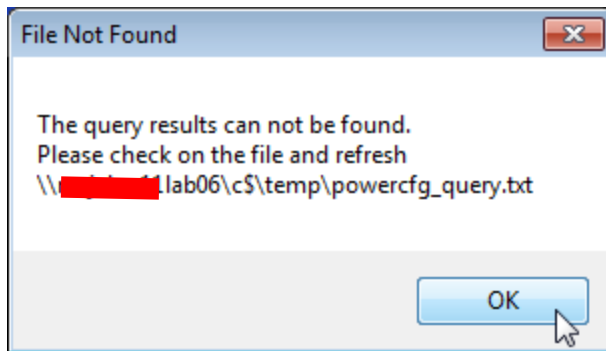
When this GUI first comes up, it asks you for your password – this is your network password. (fills with Ampersands - & - to hide your password)

Click OK and it goes to work on the remote system, pulling power settings.

It SHOULD bring up info like below, but can be difficult.

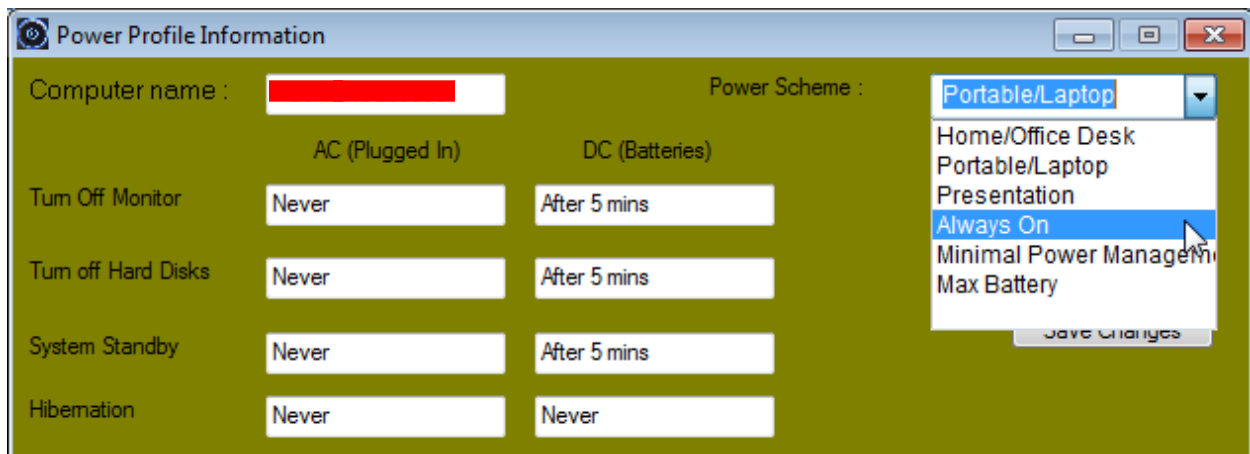


If Power Opts is having difficulty scouring a system, you will see :

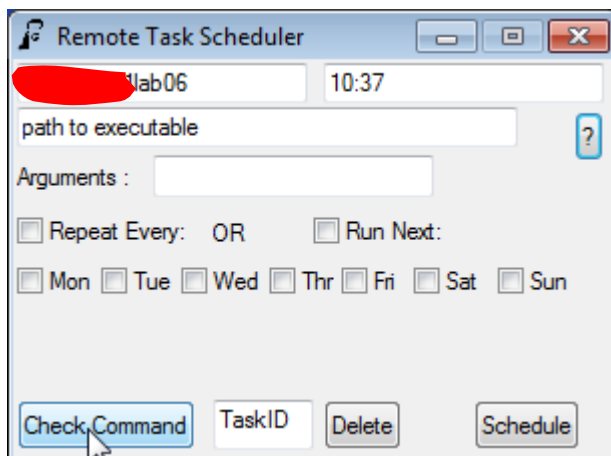


You can change the Individual components of a profile or select a profile.

No changes are saved unless you press “Save Changes” – in which case, a task is written to make the changes, so it takes a while to actually see them. 3 minutes or so should suffice, but give it 5 before trying again.



Tasks GUI



This is a fairly simple task scheduler. Computer Name – Time (24hr format!) – Path (local – so c:\ not c\$\) and any arguments (/s, etc.). Check boxes for repeating or run next – otherwise it runs at the time entered.

You can use Check Command to see what tasks are scheduled (and get the ID of the task to put in the TaskID and Delete!).

To complete the task, click “Schedule” –

and Check Command to verify.

The “?” button brings up a list of common commands – Reboot and an example Install.