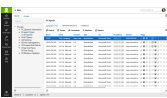# Groups tab

Overview

The Groups tab, located in the Browse section of the Control Center, provides a view of all of your groups and their associated devices. When you select a group, the following tabs become available: Computers, Network Devices and Contacts. The following provides details regarding each field and context menu option available in each tab.

For information on configuring or managing groups, refer to the Configuring Groups or Managing Groups articles.

Note: Available options and actions are displayed or hidden based on assigned permissions. If you do not have permission to access the item, it will not be present. The exception is those items that require Client/Group level permission (e.g., Commands) as they will always be present but grayed out. If you have permission but the container is empty (e.g., Scripts on the Network Devices tab), it will be grayed out as well.

Field Descriptions

The following sections describe each of the different areas of the Groups tab. Each of the tabs that fall within the Groups tab display different information as well as offer varying actions and context menu options.

Navigation Tree

Clients | **Groups**

Search

- − Groups
  - + ⊡ System Automation
  - + ⊡ Agent Types
  - ⊡ All Agents
  - + ⊡ All Clients
  - + ⊡ Patching
  - + ⊡ Port Management
  - + ⊡ Prospective Clients
  - + ⊡ Service Plans
  - ⊡ Test Group
  - − ⊡ Windows Updates
    - − ⊡ Approved
      - ⊡ Server
      - ⊡ Works
    - + ⊡ Deny Rules
    - ⊡ New Group
    - ⊡ Under Patch I

Search	Enter the group or sub-group name to quickly locate a group within the Navigation Tree. Matches are highlighted in the results.
Groups	Considered the root node and is expanded by default. This node contains all of the group folders, parent and child groups. This root node has its own context menu options available for creating a new group and expanding or collapsing the information displayed.
Group Folder	Displays an alphabetical list of every folder containing groups.
Parent Group	When you expand a group folder, the list of parent groups are displayed in alphabetical order.
Child Group	When you expand a parent group, the list of child groups is displayed in alphabetical order.
Refresh	When selected, reloads the group list to display any recent changes.
🔍	The magnifying glass icon represents a group that has an autojoin search applied to it that is populating the contents of the group.
🔧	The wrench icon represents a group that is manually populated and does not have an autojoin search set on it.

Navigation Tree Context Menu

Right-click on Groups or a specific group to view the available context menu options:

Groups	
Create Group	Opens the Add a New Group window, refer to Adding a New a Group for more information.
Expand All	When selected, will display all groups within each group folder.
Collapse All	When selected, will minimize each group folder to no longer show each group listed within it.

Selected Group	
Open	Opens the Client window.
Create Group	Opens the Add a New Group window. Refer to Adding a New a Group for more information.
Add	Includes options for adding a client, remote monitor or search.
Commands	Includes options for inventory, system tools, file, shutdown, and Automate scripts. For more information, refer to Commands.
Scripts	Displays a list of scripts and script folders. For more information, refer to Scripts.
Dataview	Displays a list of Dataviews. Refer to Dataviews for more information.
Edit	Includes options for editing templates or schedules.
Maintenance Mode	Includes options for setting or clearing maintenance modes. For more information, refer to Maintenance Modes.
Send To	Enables you to select a group to send to another group. This will turn the selected group into a sub-group of another group.
Delete	When selected, will delete the group.
Expand All	When selected, expands every group to show each sub-group in the Navigation Tree.
Collapse All	When selected, collapses every group to no longer display the sub-groups in the Navigation Tree.

Computers Tab

Control	Displays if you have ConnectWise Control plugin installed. Enables you to remotely connect or control the selected computer. Refer to our article on the ConnectWise Control plugin for more information.
Scripts	When selected, the Scripts button provides scripts that can be performed to complete tasks on the

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selected device. This prevents you from having to go to the Scripts tile in the Computer Management screen to complete the task. Scripts and folders are listed alphabetically. For more information, refer to Scripts.

Commands	When selected, the Commands button provides actions that can be performed to complete tasks on the selected device. This prevents you from having to go to the Commands tile in the Computer Management screen to complete the task. For more information, refer to Commands.
Monitors	When selected, the Monitors button provides a list of monitors that can be applied to complete a task on the selected device. This prevents you from having to go to the Monitors tile in the Computer Management screen to complete the task. Refer to our Monitors article for more information.
Reports	The Reports button is only displayed if the Report Center plugin is installed. If installed, the button will be gray colored if no reports exist to be run on the selected computer(s) from the grid. Otherwise, when selected, it provides a list of reports that are relevant to the selected computer(s) from the grid. For more information, refer to our Reporting article.
Name	Displays the device name.
Client	Display the name of the client.
Location	Displays the location of the device.
Type	Displays the classification of the device (e.g., Workstation or Server).
OS	Displays the operating system of the computer (e.g., Microsoft Windows 8 x64).
IP Address	Displays the IP address of the device.
Domain	Displays the domain name of the device.
Flags	Represents different status or configurations currently enabled on an agent.
	Locked Down	Indicates that one or more processes have been locked down. Processes can be locked down to disable them on the Processes tile. For additional information, please refer to Processes.
	Online or Offline	Indicates whether the agent is online or offline.
	Heartbeat	Indicates if heartbeat is on. By default, the heartbeat is on. Hover over the icon to display the last date and time that a heartbeat packet was sent by the computer and received by the server and whether heartbeat is on/off. If no data is available, the icon will display No Heartbeat Data when hovering over it. For additional information on the heartbeat, please refer to Configure the Enhanced

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Maintenance Mode	Heartbeat. Indicates if the computer is in maintenance mode. Hover over the icon for status. If the computer is in maintenance mode, Maintenance Mode In will display with the amount of time left in the maintenance mode; otherwise, it will display Maintenance Mode Off. For more information on maintenance modes, please refer to Maintenance Windows.
Master	Indicates if the computer is set as a Master computer or not. If the computer is designated as a Master, it indicates that it is a preferred computer to use when running location based commands, such as Wake on LAN or FasTalk. This increases the speed at which the computer sends status information. Masters will always be picked over Non-Masters. Masters can also act as beacons for lost agents. If an agent becomes detached from its server, it will ask the Master on its network to identify the server. If the agent is completely down and not configured, it will sign up to the Master's ConnectWise Automate server. If the computer is designated as a Grayed Master, the computer will never be chosen to run any location based commands, such as Wake on LAN or FasTalk. If a computer is designated as Non-Master and a master computer is not found at the location, then a computer will be chosen based on reliability for location based commands, such as Wake on LAN or FasTalk. This increases the speed at which the computer sends status information. Masters will always be picked over Non-Masters. Hover over the icon for the status. By default, computers are Non-Masters. Click once to make it a Master. Click again to return the computer to a normal state.
Local User	By default, any functions performed by the remote agent are done under the Local System account. However, if your agent is within a domain, the local system account may not have the necessary permission to perform certain management tasks. You can click on the Local Account flag to open a window that will prompt for a username and password. Enter user credentials to force the remote agent to run under a specific user account. You must reboot the remote agent for changes to take effect. You must also remember to return the service back to running under the local system account after you have finished. If the username and password fail, the Service Monitor will detect it and will change the user account back within the hour. Please note, some functions will not work unless the service is running as a Domain Administrator.
Network Probe	Hover over the icon to determine if the computer has been designated as a probe. Click the icon to initiate the process to enable the probe on this computer or click to disable. For more detailed information about enabling the probe, please refer to Network Probe Wizard.
FasTalk	Indicates if the computer is currently in FasTalk mode. FasTalk mode is an operation the program uses to communicate with the computer at a rate of five seconds, instead of the normal five minutes. Hover over the icon to determine the current status. Click to turn FasTalk on or off.
Reboot Required	Indicates if a reboot is required based on flags set by Windows in the registry. Searches can be built to detect this flag and auto-join the agents to a group and then a reboot script can be scheduled on that group to reboot machines at a certain time.

Tunnels		Indicates if this computer is tunnel capable.
Virtual Machine		Indicates if this computer is a virtual machine (includes kernel virtual machines).
Service Version	Displays the version of Automate that the agent is running. Displays the version of Automate that the agent is running Displays the version of Automate that the agent is running.
Agent Status	Displays the current status (online or offline) of the agent. Displays the current status (online or offline) of the agent.
Virus Scanner	Displays the name of the virus scanner enabled on the agent. Displays the name of the virus scanner enabled on the agent.
Uptime	Displays the length of time (day/hour/min) that the agent was last online.Displays the length of time (day/hour/min) that the agent was last online.
MAC	Displays the MAC address of the agent.Displays the MAC address of the agent.
Last Contact	Displays the date and time the device successfully communicated with the Automate server.
Last Logged in User	Displays the username of the last person to log in to the computer.
Last Inventory	Displays the last date and time that one of the available agent inventory commands was run. It is not specific to which inventory command, as it could be any of them, and it does not require that all of them have been run either. As long as one inventory command was run, the date and time will be updated.

Note: The following columns are hidden by default, but can be added using the Column Chooser, Date (PC Date), Version (OS), Bandwidth, Asset Date and Agent ID. For information on adding these columns to the grid, please refer to the Column Chooser article.

Computers Context Menu

Right-click on a computer to view the available context menu options:

Open	Opens the Computer Management screen.
Open in New Window	Opens the Computer Management screen (same functionality as Open).
Commands	Includes options for Inventory, System Tools, File, Network, Shutdown and Remote Agent commands you can apply to the computer.
Scripts	Displays the script folder structure and scripts in alphabetical order. For more information, refer to Scripts.
Redirectors	When selected, provides available redirector options for the selected computer(s). Refer to our Redirectors article for more information.
Create Ticket	Opens the Create a New Ticket window. Refer to Creating Tickets for more information.

Monitors	Displays options for viewing and adding a new monitor.
Dataviews	Displays a list of dataviews. Refer to Dataviews for more information.
Control	When selected, provides options for using Control to remotely connect or control the selected computer.
Reports	Displays a list of applicable reports. You must have the Report Center enabled and installed for this option to display. For more information, refer to Report Center.
Send To	Displays options to send the computer to a specific group.
Remove From Group	Removes the device from the selected group.
Edit Configuration	Launches the System Configuration window. Refer to System Configuration for more information.
Maintenance Mode	Displays options to set a maintenance mode as well as clear an existing one. Refer to Maintenance Windows for more information.
Retire	Selecting this option will retire the selected computer and move it to the Retired Assets tab of the Browse section. Refer to Retired Assets for more information.
Copy Cell Text	Copy the contents of the selected cell within the Computers tab.
Print List	Prints the list of computers in the Computers tab.
Export to Excel	Exports the list of computers in the Computers tab.

Network Devices Tab

Scripts	When selected, the Scripts button provides scripts that can be performed to complete tasks on the selected device. This prevents you from having to go to the Scripts tile in the Computer Management screen to complete the task. Scripts and folders are listed alphabetically. For more information, refer to Scripts.
Commands	When selected, the Commands button provides actions that can be performed to complete tasks on the selected network device. This prevents you from having to go to the Commands tile in the Computer Management screen to complete the task. Refer to our Commands article for more information.
Monitors	When selected, the Monitors button provides a list of monitors that can be applied to complete a task on the selected device. This prevents you from having to go to the Monitors tile in the Computer Management to complete the task.
Reports	Displays a list of available reports to run for the selected network device. For this button to appear, you must have the Report Center enabled as well as at least one custom report configured for the network device (The Report Center does not include any Network Device reports by default, yet). For more information, refer to Report Center.
Name	Displays the name of the device.

Model Name	Displays the model name of the device.
Manufacturer	Displays the manufacturer of the device.
Asset Date	Displays the date the device was discovered and added to Automate.
Client	Display the name of the client this device belongs to.
Location	Displays the location of the client this device belongs to.
Type	Displays the classification of the device (e.g., Router, Printer, Computer, Switch, etc.).
IP Address	Displays the IP address of the device.
Description	Displays a description of the device. This value is captured from the device when it is added to Automate. It may include information such the version number.
Flags	Displays the current status the device if the device is a printer. Possible flags include Low Ink and No Paper. As of 08/31/17, it will also provide a status on NAS Disk. Possible flags include 25% Used, 50% Used and 100% Used.
Up Time	Displays the length of time (day/hour/min) that the agent was last online.Displays the length of time (day/hour/min) that the agent was last online.
Last Contact	Displays the date/time of the last time the device was able to communicate with the Automate server.
Alert	Displays any alerts that were triggered by the device. For more information, refer to Alerts.
AlertMessage	Displays the message associated with the alert that was triggered by the device.
Status	Displays the current network status of the device. Possible statuses include On or Off.
Friendly Name	Displays the user-defined device name.

Network Devices Context Menu

Right-click on a network device to view the available context menu options:

Open	Displays the Network Device window.
Commands	Displays a list of Inventory, System Tools, File, Network, Shutdown and Remote Agent commands you can apply to the computer.
Monitors	Displays options to view or create a new monitor. Refer to Monitors for more information.
Scripts	Displays available scripts. For more information, refer to Scripts.
Reports	Displays a list of applicable reports. You must have the Report Center enabled and installed for this option to display. For more information, refer to Report Center.
Send To	Displays options to send the device to a specific group or location.
Remove from Group	When selected, removed the selected device from the group.
Ignore	When the network probe has discovered a device that you do not need to manage, you can ignore the device. An ignored device will not be stored anywhere and will be deleted.

Delete	When the network probe has discovered a device that you do not need to manage, you can delete the device. A deleted device will be added the next time the probe scans. If you do not want this to occur you will need to modify your probe settings to scan specific IP ranges. Refer to Network Probe for more information.
Copy Cell Text	Copy the contents of the selected cell within the Network Devices tab.
Print List	Prints the list of devices in the Network Devices tab.
Export to Excel	Exports the list of devices in the Network Devices tab.

Contacts Tab

Scripts	Displays a list of scripts to run against a contact. For more information, refer to Scripts.
Reports	Displays a list of available reports to run for the selected network device. For this button to appear, you must have the Report Center enabled. For more information, refer to Report Center.
First Name	Displays the first name of the contact associated with the selected client.
Last Name	Displays the last name of the contact associated with the selected client. By default, the grid is sorted alphabetically by the last name.
Email	Displays the email address of the contact associated with the selected client.
Phone	Displays the phone number of the contact associated with the selected client.
Client	Displays the client name that the contact is associated with.
Location	Displays the location name that the contact is associated with.
Assigned Devices	Displays a list of all devices associated with the contact.

Contacts Context Menu

Right-click on the contact to view the available context menu options:

Open	Launches the Contact window.
Scripts	Displays a list of contact scripts. For more information, refer to Scripts.
Send Web Password Email	Sends the contact an email containing their password for the Web Portal.
Reports	Displays a list of applicable reports. You must have the Report Center enabled and installed for this option to display. For more information, refer to Report Center.

Send to	Displays options to send the contact to a specific client, location or group.
Remove from Group	Removes the selected contact from the group.
Delete	Deletes the contact from the client.
Copy Cell Text	Copy the contents of the selected cell within the Contacts tab.
Print List	Prints the list of devices in the Contacts tab.
Export to Excel	Exports the list of devices in the Contacts tab.