SysTrack DEX Pack User Guide
Proactive IT

Overview

A proactive IT support strategy can address many of the deficiencies of the reactive, break/fix model. Use this DEX Pack to gain greater visibility and insight into potential problems and act before problems cause significant downtime.

Endpoint Insight

Understand issues impacting users and ensure they have the correct hardware and software resources.

Application Insight

Gain insight into app resource consumption, stability, and software versioning.

Compliance Insight

Discover system compliance and identify devices with missing patches and outdated software.

Endpoint Insight

Summary

This dashboard presents the three main graphs of **Endpoint Insight.** Endpoint Insight provides both and overview and details of Digital Experience, hardware, and which systems are being affected. Learn how to rightsize physical and virtual systems, and how these factors impact the End User Experience.

Sensor Details

Discover the issues affecting users in real time.

Machine Rightsizing

Get a detailed view on resource consumption across systems with recommendations for sizing.

End User Experience

Assess user health by identifying factors that impact user health the most from a high-level summary down to a system level view.

Sensor Details

Digital Experience Impacts

This chart provides a visual representation of the types of issues that are most impacting the digital experience.

- Select either active sensors, which will show the impacted issues in the moment, or historic sensors, which show an average over the last 30 days.

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Selected Category – Sensors

This graph lists the **Number of Systems Triggering Over the Last 30 Days** and the **Number of Systems Triggering Now**.

Click on a **Category** from the chart in the **Digital Experience Impact**.

- Double-Click a **System** from the grid to enter **SysTrack Resolve**.

Selected Sensor – Systems

This grid lists the affected systems by the sensor, the **Latest Trigger Date**, and if the **Sensor** (is) **Currently Active**.

Select a Sensor from the **Selected Category - Sensors** to fill the **Selected Sensor – Systems** grid.

Green = No, not Currently Active

Red = Yes, Currently Active

- Double-Click a **System** from the grid to enter **SysTrack Resolve**.

Machine Rightsizing

Machine Rightsizing Summary

This chart shows the percentage of the systems that are rightsized, over-provisioned, or under-provisioned.

Note: The CPU recommendation accounts for the user's observed CPU usage and then adds a portion of additional capacity to avoid maxing out the CPU.

Machine Rightsizing Summary Details

This graph displays the physical and virtual systems in an enterprise. Click the arrow next to **Physical** or **Virtual** for a full list of systems in the selected group.

Select the **Sizing Type** or use the **Search for a System** for details.

The sizing types are:

Green = Right-Sized

Blue = Over-Provisioned

Purple = Under-Provisioned

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- Double-Click a **System** from the grid to enter **SysTrack Resolve** for an online system.

End User Experience

Group Health Summary

This table shows a summary of health data by group. The higher the average health score, the better. An increasing trend indicates an improving health score.

- Select a group to investigate. This selection will fill in other graphs.

Top Health Impacts (Past 30 Days)

This chart provides a simple breakdown of the top categories impacting the health score and end-user experience.

- Hover over a "slice" of the pie chart to reveal the percentage of hours the top issues which affected the group over 30 days.

Health Trend

A health metric is a score expressed as a percentage (higher is better).

Other health metrics are expressed in average minutes of impact per day (lower is better).

- Hover over a dot on the graph for the health score for a given day.

Currently Active Sensors

This table shows active sensors for the selected group. The End-User Experience sensors are directly related to SysTrack health metrics. Other sensors may indirectly impact the health score. Click once on the error for a full list of **End User Experience Sensors** and **Other Sensors**.

- Double-click a sensor name to open **SysTrack Prevent**.

Daily Health Impact for Selected Group and Health Category

This daily chart displays the impacted users per metric for a selected day.

The Group is selected in the **Group Health Summary** grid and will fill in the data accordingly.

- Select either to display by Impacted Minutes or % (Percent) of Total Impact.
- Select a health metric from the bottom of the pane ranging from CPU to Hardware issues for more specifics.
- Health impacts are expressed as average number of minutes for each day.

Health Experience Breakdown for Selected Day

This graph displays the health score per device for the selected day from the **Daily Health Impact** graph. See how the health score differs from the previous day and the averaged experience over 30 days.

Data is ordered by default from worst to best. The health score is on a gradient from Red to Green indicating the grade. This order from worst to best can be switched to best to worst by clicking on the top of the column.

User Experience Selected Day shows the score for each metric.

- User Experience Daily Change:
    a. A negative score indicates that the score is worse than the selected day.
    b. A positive number means that the metric score improved.
- Difference from Monthly Average:
    c. A negative score indicates that the score is worse now than the 30-day average.
    d. A positive number means the metric score improved.

    If the Device is online, then you can:
    o Double-click a system to enter the **Resolve Overview** page for an online system.
    o Double-click on the Health Score for a System to enter the **Health Resolve** page.
    o Double-click on a health metric value to enter the relevant **Resolve** page.

Application Insight

Summary

Application Faults

Identify the most unstable apps in your environment. Discover the versions that are faulting the most and identify which users are experiencing the greatest impact.

File Sync Apps

Gain insight into which file sync apps are in use and how they are consuming resources.

Communication Tools Intelligence

Discover the communication apps in use in your environment. Determine their performance, stability, and which users are running out-of-date versions.

Application Faults

Faults per App

This chart shows the number of faults and a display of the top faulting apps.

Display choices are **Number of faulting systems**, **Number of faulting versions**, and **Number of faults**.

- Display the top faulting apps in increments of 10, 20, or 30.
- You may also **Search** for an application in the search bar.
- Hover over a "slice" of the pie chart for the name of the app and the value.
- Data is averaged over the last 30 days.

Faults per App Version

This graph displays the number of faults in a version of an application.

- Select a "slice" from **Faults per App** pie chart to populate the **Faults per App Version** graph.
- Display either **Number of Faulting Systems** or **Number of Faults**.
- Hover over a bar for details.

Selected Version Faults Over Time

This chart shows the selected version over time.

- For **Version to Display,** select either the **Selected** version or **All**.

- For **Display**, select **Num Faulting Systems** or **Num Faults**.

Selected Version Systems

This grid lists the systems affected by the selected version of the faulting app.

File Sync Apps

System Count by Category

This chart identifies those users that are and those that are not using the recommended file sync apps.

The categories of the chart include **Systems Only Using Corporate Apps**, **Systems Using No File Syncing Apps**, and **Systems Using Non-Corporate File Syncing Apps**.

Hover over a "slice" for more details.

System Details

This grid displays the details of how file sync apps are utilized by systems.

Select **Show all file sync apps**, **Show corporate file sync apps**, or **Show non-corporate file sync apps**.

- Average CPU, Memory, and other data reveal the volume of resources an application uses.
- Use the search bar for **System** or **User specific information**.
- Systems using non-corporate approved apps will be highlighted in red.

Advanced Options for this Dashboard

Select "Show" in **Advanced Options** for a more detailed search.

Select a time to exclude any non-corporate file sync apps used before that date. This option accounts for a known migration date.

Corporate Application Search

In the search bar, enter the approved apps for users. Enter a comma separated list of the corporate sync applications here.

To permanently save this list, enter the list in the page context block in the dashboard builder.

A file sync app that is not listed as approved **Corporate Application** will be highlighted in red in the **System Details** pane.

Communication Tools Intelligence

Communication App Summary

This grid lists the top communication applications. Information listed includes latest version, total users, other version, and resource utilization.

Selected Application System Details

This grid lists and give details of the systems on the selected communication app.

Select an application from the **Communication App Summary**. You can choose to **Only show systems with outdated versions in use**, Yes or No. Selecting "no" will display all users using that application.

The systems with the outdated versions will be highlighted in red. The updated versions will be in green.

Selected Application Version Breakdown

The selection made from the **Communication App Summary** populates this grid. This data informs what version of an application has the most users, consuming the most resources, and is experiencing the most faults.

Advanced Options

Selecting "**Show**" allows you to investigate a specific application.

Application Search: To use this feature, delete the existing text in the search filter and begin typing to search for an application. Select the desired application from the dropdown list.

Latest Application Version Definition: By setting **Latest Application Version** to "Auto", the dashboard will determine the latest version based on the versions found in the environment in conjunction with the **Minimum System Utilization** slider default setting to 5%.

To define the latest version for your enterprise, select from the **Latest Application Version** drop-down list.

If the slider is set to 5, then the latest version must be utilized on at least 5% of devices that run any version of the application. This is to filter out beta versions that may only be on a few devices.

> Note: This can only be done on a per application basis. You will need to select the desired application from the Application Search filter first.

Compliance Insight

Summary

This dashboard shows which systems have the latest version updates and software.

Windows Updates

View the patch status of your Windows estate and find missing patches either identified automatically by **SysTrack**, or manually based on a user input of **KB numbers**. Hover over a "slice" of the pie chart for system counts.

Outdated Software

Find systems running outdated software. Specify your preferred version or let **SysTrack** determine the latest version for each software package. Hover over a bar for more details.

Windows Updates

Patch Summary

This grid displays data by OS (Operating System) and Version. It lists the number of **Patched Systems**, **Unpatched Systems,** and **Percentage of Patched Systems**.

Green = 100 % Version Patched

Yellow = A percentage less than 100 and greater than 0.

Red = None of the patches for that version of software have been updated.

Selected OS Patches

This grid reveals the patch and the latest release of the patch for the selected OS (Operating System).

Select an OS Patch from the **Patch Summary** grid to display information in this pane. This grid will reveal the **Patch,** the **Latest Release**, the number of **Patched Systems**, **Unpatched Systems**, and the **Percentage of Patched Systems**.

Patch Details

This grid displays data by OS (Operating System) and Version.

Select an **OS Patch** from the **Patch Summary** grid to display information in this pane.

This grid will reveal the **Patch,** the **Latest Release**, the number of **Patched Systems**, **Unpatched Systems**, and the **Percentage of Patched Systems** for the selected Operating System.

Advanced Options

Select "Show" to specify **Required Patches – Manual Entry**

Leave this text entry box blank and the dashboard will automatically detect the required patches for each OS (Operating System) based on what has been installed in your environment.

If you want to specify the KB numbers that determine the patch status, enter the KB numbers in the search bar and separate values with a comma.

Example: KB1234,KB5678,KB4321

Outdated Software

Outdated Software Summary

This grid lists all the software packages across your enterprise. It lists the latest version of the **Software Package**, and how many users are on the **Latest Version**, and those on **Other Version Installations**.

- **Filters**: Selecting **Hide** lists only the software packages that have not had the latest version and therefore may need intervention.
- Choosing **Show** will list all the systems in your enterprise.

- **Only show software packages with at least this many installations** allows you to choose to see how many users are using a **Software Package**: 1, 5, 10, 100, and 1000. Setting the option to (1) one will show all software in your enterprise.

Selected Software Version Summary

This chart displays the system count of users on each version. Hover over a "slice" for more details. Select a software package from the **Outdated Software Summary** grid.

Selected Software System Details

This grid shows all **Systems** and what version is being used.

The default for **Only show systems with outdated versions installed** is **yes**. Selecting **no** will list all the systems for that software packages both updated and not updated. Updated will appear in green, not updated will appear in red.

Advanced Options

Software Search: Selecting **Show** in **Advanced Options** allows you to investigate a specific software package using this filter. Delete the existing text in the filter and begin typing to search for a software package. Select the desired package from the drop-down menu.

Alternatively, leave the selection as **All Software** to display every software package.

Latest Software Version Definition: By setting Latest Software Package Version to "Auto", the dashboard will determine the latest version based on the versions found in the environment, in conjunction with **Minimum System Utilization slider**.

If the slider is set to 5, then the latest version must be installed on at least 5% of devices that have the package installed. This filters out beta versions that may only be installed on a few devices.

If you want to define the latest version, select the version from the **Latest Software Version** drop down menu.

> Note: This can only be done on a per software package basis. You will need to select the desired packages from the **Software Search** filter first.