HandsFree
N E T W O R K S

Automated Support Infrastructure Event Log Management Report Module User Guide

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Introduction

The Automated Support Infrastructure (ASI) event log management report module (ELRM), makes the task of preparing reports on support activities and events taking place at your clients' sites easy and straightforward.

Defining a report and saving it for future use is a simple process carried out via a browser-based graphical user interface. Typically, this takes no more than 1-2 minutes.

Reports are sent to one or more designated recipients as e-mail messages in plain text format, or as HTML attachments with or without graphics.

Logging on

To access the ASI event log management report module from any device with Internet access, start-up your browser and enter the following URL in the address box:

- https://nanoheal.org/main

  Substitute nanoheal.org with the URL of the ASI server your sites log to.

After you press enter, the logon screen will appear. Enter your user name and password, and click on the "OK" button or press the Enter key on your keyboard.

This will take you to the Welcome page (See figure below). You are now ready to start using the ASI event log management report module.

Welcome - What would you like to do?

Take action

- Use the dashboard
- Perform a management, maintenance, or support action
- Take remote control of a system
- Manage Microsoft software updates
- Provision and meter applications

View information

- View Microsoft patch status
- View alerts
- Look at system events
- Run an event report
- Look at system asset information
- Run an asset query
- Run an asset report

Use tools

- Manage alerts
- View a listing of all sites and systems
- Update ASI client
- Manage user accounts on ASI server
- Access online documentation

At the top right-hand corner of every page on the ASI server, under the navigation bar, you will find the following link User:<name of user currently logged in> [Log in as new user] . When you click on the [Log in as new user] link, the logon screen will appear. Enter another user name and password, and click on the "OK" button or press the Enter key on your keyboard. You will now be logged onto the ASI server as the new user.

Event log management reports module navigation

You can access the ELRM by clicking on the Run an event report link under the **View Information** heading on the Welcome page (See figure above), or by clicking on the reports link in the **events** navigation bar located on the upper right-hand corner of every page of the ASI server extended interface.

Doing this will take you to the Event Reports page where you can retrieve event report entries using the powerful the Search Options panel, and take action on event reports, including adding, editing, copying, deleting, and enabling/disabling event reports.

At the top of the page, just above the Search Options panel (see figure below) you will find the following links to help you navigate the page and perform actions on groups of event reports:

- [top | bottom | add | add aggregate | control | table | manage]

Event Reports

user: hfn [log in as new user]
site filter: off [set site filter]
August 02, 2006

Click on the *manage* link below to perform management actions (e.g. edit) on multiple reports.

Clicking on the *control* and *table* links will take you to the beginning of the *Search Options* panel, and the report list, respectively.

[top | bottom | add | add aggregate | control | table | manage]

Search Options				Display Options		
Name Contains [ ]	**State** (all)	**Report Cycle** (all)	**Format** (not displayed)	**Page Size** 20 **Sort By** Name (ascending)		**Display** Expanded
Recipient Contains [ ]	**E-mail Recipients** (all)	**Last Run** (not displayed)	**Next Run** (not displayed)			
Details (all)	**Scope** (not displayed)	**Owner** (not displayed)	**Aggregate** (not displayed)			
Default Recipients (not displayed)	**Skip Owner** (not displayed)	**Links** (not displayed)	**Links Only** (not displayed)			
Created (not displayed)	**Modified** (not displayed)	**Output** (not displayed)				
Include (not displayed)	**Exclude** (not displayed)	**Omit Zero** (not displayed)		Search Help << Less Reset		
Event Filter [ ]						

[top | bottom | add | add aggregate | control | table | manage]

Reports (313 found)						
Action	**Name**	**When**	**Last Run**	**E-mail Recipients**	**State**	**Details**
[run] [copy] [enable] [edit] [delete]	Application Issues Report	14:30 Daily		adonnini-ereports@handsfreenetworks.com	Disabled	Yes

Adding and Saving a Report

To add a report, you click on the add link at the top of the Event Reports page. Doing this will take you to the Add an Event Report page, shown below.

Add an Event Report

user: **hfn** [log in as new user]
site filter: off [set site filter]
August 02, 2006

[top | bottom | add | add aggregate | reports]

Add a Report

Report title:	[ ]
Report format:	HTML w/o Charts ▼
Report output:	Send as email ▼
E-mail recipients:	[ ] Enter all the recipients e-mail addresses separated by commas.
Default e-mail recipients:	Yes ▼ Add default email list members to the list of e-mail recipients.
Include user in email subject:	☐
Additional text to be added to the subject line:	☐ [ ]

Event query filters:

To deselect, hold down 'ctrl' and click again. (Mac: command key)

| "Configuration" changes |
| Adapter changes |
| All except process from HP |
| All except process start/end |
| APC PowerChute service monitoring events |

[Edit a Filter]
[Add a Filter]

A report without a query filter selects all the events, and could easily become extremely large. You should always specify at least one query filter unless the date range is very small.

Global:	☐
Do not generate report for owner:	☐
Omit 'zero event' reports:	☐

Include:

| All |
| User:Jhare |
| User:MFIA |
| User:WAIDT |
| User:acr |
| User:admin |
| User:aegis |

The include parameter lets you specify a group of machines that the report should cover. Only machines belonging to this group can be included in the report. By default all machines belonging to the report owner are included.

[configure groups]
Please note that clicking on 'configure groups' will cause you to lose any information you have entered on this page so far. If you right-click on 'configure groups' and open a new page, any new items will not be available on this page.

Exclude:

| All |
| User:Jhare |
| User:MFIA |
| User:WAIDT |
| User:acr |
| User:admin |
| User:aegis |

The exclude parameter lets you limit the event report coverage to machines that may require special attention by excluding all others. By default no machines are excluded. The event report will cover all of 'included' machines which are not 'excluded'

[configure groups]
Please note that clicking on 'configure groups' will cause you to lose any information you have entered on this page so far. If you right-click on 'configure groups' and open a new page, any new items will not be available on this page.

Content

Categorize by:	Nothing ▼
And then by:	Nothing ▼
Then sort by:	Nothing ▼
And last by:	Nothing ▼
Include event links:	Yes ▼
Include asset links:	Yes ▼
Enabled:	Yes ▼
Include details:	Yes ▼ select fields below
Links only:	No ▼

Schedule

Report cycle:	[▼]	required for all reports
Hour:	0 ▼	for daily, weekly or monthly reports
Minute:	20 ▼	for daily, weekly or monthly reports
Day of month:	[▼]	only needed for monthly reports
Day of week:	[▼]	only needed for weekly reports
Start date:	[ ]	date is mm/dd or mm/dd/yy or mm/dd hh:mm. only needed for immediate reports.
End date:	[ ]	date is mm/dd or mm/dd/yy or mm/dd hh:mm. only needed for immediate reports.

Detail Information

ALL:	☐	idx:	☐	scrip:	☐	entered:	☑	customer:	☐
machine:	☑	username:	☐	clientversion:	☐	clientsize:	☐	priority:	☐
description:	☐	type:	☐	path:	☐	executable:	☐	version:	☐
size:	☐	id:	☐	windowtitle:	☐	string1:	☐	string2:	☐
text1:	☑	text2:	☐	text3:	☐	text4:	☐	servertime:	☐
uuid:	☐	queryname:	☐						

Use these checkboxes to select the detail information that should be included in the report. Except for 'ALL', the names shown are the actual field names in the event database. Be wary of requesting too much information. Reports can easily become quite large.

Note that the checkboxes are ignored unless the *Include details* option is enabled.

[Add]   [reset]

[top | bottom | add | add aggregate | reports]

The main report definition steps are:

1) Enter a report title. This will appear in the e-mail message subject line and at the top of the e-mail message containing the report. It will also be the name which you will use to retrieve it to either run it or edit it

2) Select a report format. You have five possible choices:

   ■ Plain text

   ■ HTML or MHTML without charts

   ■ HTML or MHTML with pie charts

   ■ HTML or MHTML with bar charts (horizontal)

   ■ HTML or MHTML with column charts

   Please note that if you select the MHTML option, the report will be packaged as a form of encapsulated file sent as attachments to e-mail messages commonly known as MHTML (see RFC 2557). This means that recipients of reports in MHTML format will be receiving the report text and graphics as opposed to reports in HTML format where the graphic elements reside on the ASI server and are downloaded whenever a report is viewed.

   MHTML is a relatively new technology. Most popular email clients support MHTML reasonably well. We know it works with recent versions of Microsoft Outlook, Outlook Express, Pegasus and Eudora. However, MHTML is not yet supported by Mozilla Mail and Netscape Messenger.

3) Decide whether the report should be sent via e-mail (select the Send as email option from the pull-down list next to the Report Output label), or published on the ASI information portal (select the Publish on information portal option from the pull-down list next to the Report Output label).

4) E-mail recipients fall in two categories:

   ■ Those you enter separated by commas in the box next to the Email recipient(s) label, if any, and

   ■ The e-mail recipients in the default e-mail list for the account you logged in under, if the To default email recipients option is enabled.

   For example, suppose you have defined the following reports:

   ■ Report1: global, Email recipients ="global@foo.com", To default email recipients = Yes

   ■ Report2: local to "user", Email recipients = "", To default email recipients = checked

   ■ Report3: global, Email recipients = "global@foo.com", To default email recipients = Yes

- Report3: local to "user", Email recipients = "jim@bar.com", To default email recipients = Yes

- Report4: global, email recipients = "master @ foo.com", To default email recipients =No

and the default e-mail list for the account contains the following address:

- "joe@bar.com"

Then when the reports for "user" run:

- Report1 will go to global@foo.com and joe@bar.com

- Report2 will go to joe@bar.com

- Report3 will go to jim@bar.com and joe@bar.com

- Report4 will go to master@foo.com

Note that because there is a copy of Report3 is local to user, and jim@bar.com is entered in the box next to the Email recipient(s) label, the entry in the local copy of Report3, the one "user" sees take precedence over the one entered in the box next to the Email recipient(s) label in the global version of Report3.

5) If you choose to have the event report you re defining to be delivered via e-mail, you can customize the e-mail message in two ways:

- You can include the name of the user for whom the report is produced in the subject line of the e-mail message delivering the event report by clicking in the box to the right of the Include user in email subject label

  Please note that when a global event report runs as scheduled, it will be automatically be produced for all users defined on your ASI server covering only the sites they have access to. If the global report has the Include user in email subject option enabled, the e-mail messages delivering the copies of the event report produced for the users on the ASI server will include the name of each user in the e-mail message subject line. For example, when global report A is produced for users X, Y, and Z, and the Include user in email subject option is enabled the e-mail message delivering report A to user X, will include user:X in the subject line, etc., etc.

- You can add text to be included in the subject line of the e-mail message delivering the event report by clicking in the box to the right of the Additional text to be added to the subject line: label, and entering the custom text in the box to the right of the check box.

6) Privileged users can define a report to be either local or global by checking the checkbox to the right of the label Global.

Privileged users are the only ones that can create reports that are global. Non-privileged users don't see the Global checkbox. Global reports can be seen by all

users with one exception: A user with a local report with the same name as a global report will see the local report instead of the "global" one. In general, a privileged user will create global report (the default setting) if he/she wants other users to be able to use the report. If he/she wants to create a report for administrative or testing purposes, he/she would create a local report.

You should note that for global reports, there is only the one record. Any changes a privileged user makes to the global report will impact all users. If you want to change a global report for testing or administrative purposes before making any changes you should make a duplicate of the report, and mark that copy as local (i.e. uncheck the global box).

7) If you do not want the event report you are adding to be generated for the user currently logged in, the owner of the report, click in the box to the right of the Do not generate report for owner label. Please note that this configuration option is available only if the logged in user has the right to define global reports

8) If you do not want the report you are defining to be produced if there are no events to report on, click in the box to the right of the Omit 'zero event' reports label.

9) You can use the Include, and Exclude configuration parameters to restrict the coverage of the event report you are defining to as few as a single system.

The Include parameter lets you specify group(s) of machines that the event report should cover. Only machines belonging to the selected group(s) can be included in the report. A group can be a single machine or all machines accessible by the logged in user. By default all machines accessible by the logged-in user are included.

The Exclude parameter lets you specify group(s) of machines that the event report should not cover. Machines belonging to the selected group(s) will be excluded from report coverage. A group can be a single machine or all machines accessible by the logged in user. By default, no machines are excluded.

The Include parameter overrides the Exclude parameter. This means that machines selected via the Include parameter will be covered by the report even if they are excluded via the Exclude parameter.

10) Select one or more event filters whose results will provide the event report's content from the list next to the Saved Queries: label.. If you select more than one event filter, the report will contain events retrieved by any of the selected event filters.

11) Select up to two categorize-by parameters to segment the information reported. You can use the fields of the Events table in the event log database listed in the table below, and the query filter(s) used to retrieve the event logs included in the report.

■ Site	■ System
■ User name	■ Scrip (number)
■ Executable	■ Window title
■ Description	■ Query filter

Two additional parameters (any of the fields from the Events table) can be selected to sort the event log records grouped under the second categorize-by parameter.

For example, after selecting a query filter that retrieves fault logs for all sites, you could select executable as a first categorize-by criteria to group faults by the process that crashed. Site could be the next categorize-by parameter to sub-divide occurrences of each fault by site. You could then select system as the sorting parameter so that the report would provide details about the number of occurrences of each type of fault by site, sorted by system. The order of the categorize-by parameters could be changed depending on how you want the information to be delivered.

12) Use the Include event links configuration option to exclude/include from an event report links to the detail event logs of events retrieved by the report. The default value of this option is `Yes`. This configuration option lets you easily produce event reports that you can distribute to your end-users without giving them access to your ASI server. For example, you would set Include links to `No`, when creating an event report that you want to publish on the ASI information portal.

13) Use the Include asset links configuration option to exclude/include from an event report links to the detail asset information of systems whose event logs are retrieved by the report. The default value of this configuration option is `Yes`. It is not available unless a report definition includes "System" as the 1st or 2nd "group by" parameter. As with the Include links configuration option, this configuration option lets you easily produce event reports that you can distribute to your end-users without giving them access to your ASI server. For example, you would set Include asset links to `No`, when creating an event report that you want to publish on the ASI information portal.

14) Choose whether to include detail information in your report. Detail information will be included in your report if you select yes from the pull-down list next to the Include Details box. When this option is selected, for each event retrieved by the query filter, the report will contain:

- A link to the Event Detail page for the event

- The content of each field from the event database you select by clicking in the corresponding checkbox as shown in the figure below

Detail Information

ALL: ☐	idx: ☐	scrip: ☐	entered: ☑	customer: ☐
machine: ☑	username: ☐	clientversion: ☐	clientsize: ☐	priority: ☐
description: ☐	type: ☐	path: ☐	executable: ☐	version: ☐
size: ☐	id: ☐	windowtitle: ☐	string1: ☐	string2: ☐
text1: ☑	text2: ☐	text3: ☐	text4: ☐	servertime: ☐
uuid: ☐	queryname: ☐			

Use these checkboxes to select the detail information that should be included in the report. Except for 'ALL', the names shown are the actual field names in the event database. Be wary of requesting too much information. Reports can easily become quite large.

Note that the checkboxes are ignored unless the Include Details option is enabled.

[Add] [reset]

[top | bottom | add | reports]

At this point, we should draw your attention to an important fact. Whenever you choose to include detail information in your report, you should be aware that the size of the report could quickly grow to exceed one megabyte and, in some instances several megabytes depending on the choice of the detail fields you want included in your report, and the other report definition parameters. This means that recipients of the report would be faced with the prospect of receiving an e-mail message of a size that may be difficult to handle and, in some cases, be rejected by ISPs.

One informal rule of thumb is to include details only for daily or weekly reports, or for immediate reports where the time span covered is no longer than a few days. Alternatively, you could choose to include detail information for reports on selected systems, or for selected events. This will also help limit report size. Obviously, the number of fields from the event database included in a report will also have a significant impact on overall report size.

Reports on faults require special mention. Event log records for faults are relatively large, (approximately 16-20 Kbytes). This means that a monthly fault report with graphics, covering multiple sites could be several megabytes.

15) If you do not want detail event information to be included in the report, but you would like to have links to the detail event log page for each event included in the report, select `Yes` from the pull-down list to the right of the Links only label. Its default value is `No`.

16) Select a schedule for the report. This step consists of two parts:

a. Decide whether the report should be produced daily, weekdays, weekly, monthly, weekdays, or immediately. When the weekdays cycle option is selected, the report produced on Mondays contains events matching the report selection criteria that occurred on the preceding Saturday and Sunday.

Reports with a weekday schedule are produced daily from Monday to Friday. The Monday report also covers events that took place on Saturday and Sunday.

b. For reports produced on a daily, weekdays, weekly, monthly, or weekdays cycle, you will select the exact time and date when you want the report produced during the selected cycle. For reports to be produced immediately, you simply select the period of time to be covered by the report.

Please note that the definition of a report with an "Immediate" run schedule will be deleted right after the report is run. This is done to avoid cluttering the report list with reports that have a one-time use. This means, however, that if you change the schedule of a periodic report to run the report immediately, its definition will be deleted as soon as it is run. If you want to run a scheduled report once immediately, you should duplicate it, change its title, its schedule to Immediate, and run it.

If you want to run a scheduled report once immediately, you should click on the [run] link to the left of its name on the Event Reports page. When you do this, a temporary immediate report with (temp) appended at the end of the report title is created. Once it runs, like all immediate reports it is deleted. The report will cover a period of time equal to the one selected in its definition. A weekly report will cover the preceding seven days, a monthly report the preceding thirty days, and a daily report the preceding day.

Once step 8) is completed, pressing the Submit button will store the report definition on the log database server and take you to the Report Added page shown below.

dashboard: display
events: ad-hoc query | filters | notifications | console | reports
assets: queries | console | changes | reports
sites: wizard | status | configuration | updates
microsoft update: wizard | status | advanced
provisioning: products | sites | metering | audit
information portal: event | asset | change | meter
tools: admin | audit | census | groups | remote control | help

Report Added

Report *MS Outlook Express errors Report* created successfully.

Return to the Report List.

From there you can go back to the Event Reports page, or other modules of the ASI Event management facility.

Once a report is created as described above, you will be able to access the report definition and make any changes by going to the Event Reports page and clicking on the [edit] hyperlink to the left of the selected report's title.

Report Output

- ELRM reports are plain text files sent to designated recipients as e-mail messages, or as e-mail message with HTML attachments, with or without graphics.

Depending on their content, reports produced with ELRM fall into three main categories:

- Fault reports – reporting on faults occurring in specific software modules. These reports provide detailed information about the number of occurrences of each type of fault on a per system or per site basis

Subject: Report: Monthly Fault Report
Date: Tue, 16 Oct 2001 04:14:14 -0400
From: reports@handsfreenetworks.com
To: adonnini@handsfreenetworks.com

Report Title: Monthly Fault Report
Creator: bang
Recipients: adonnini@handsfreenetworks.com

```
Period Covered:
    Start Date: Sat Sep 15 20:00:00 EDT 2001
     End Date: Mon Oct 15 20:00:00 EDT 2001
   Report Date: Tue Oct 16 02:19:47 EDT 2001
  Elapsed Time: 720 hours
 Group by first: Site
Group by second: Executable
      Sort by: System
      Sort by: Client Time


This report covers 133 events.
-----------------------------------------------


Events are reported for 3 distinct sites.
  1 BANG
  2 Central Catholic HS
  3 Fall River


Site: BANG (25 found)
   Executable: EXCEL.EXE (3 events found)
   Executable: IETR00.DLL (8 events found)
   Executable: IETR03.DLL (3 events found)
   Executable: IEXPLORE.EXE (1 events found)
   Executable: MSACM32.DLL (1 events found)
   Executable: MSHTML.DLL (1 events found)
   Executable: Unknown (8 events found)


Site: Central Catholic HS (107 found)
   Executable: ADVAPI32.dll (1 events found)
   Executable: KERNEL32.DLL (1 events found)
   Executable: MFC42.DLL (1 events found)
   Executable: MSACM32.DLL (2 events found)
   Executable: MSAWT.DLL (4 events found)
   Executable: mshtml.dll (2 events found)
   Executable: MSHTMLED.DLL (2 events found)
   Executable: MSO97.DLL (2 events found)
   Executable: MSSP232.DLL (43 events found)
   Executable: MSVCRT.dll (1 events found)
   Executable: NAVSHELL.DLL (4 events found)
   Executable: ntdll.dll (19 events found)
   Executable: PHOTOSHP.EXE (1 events found)
   Executable: POPROXY.EXE (1 events found)
   Executable: realjbox.exe (1 events found)
   Executable: SHDOCVW.DLL (1 events found)
   Executable: SWFLASH.OCX (1 events found)
   Executable: Unknown (5 events found)
   Executable: URLMON.DLL (1 events found)
   Executable: WININET.DLL (10 events found)
   Executable: WINWORD.EXE (3 events found)
   Executable: wsftppro.exe (1 events found)


Site: Fall River (1 found)
   Executable: Unknown (1 events found)
```

Summary for 3 distinct sites.
   1 Central Catholic HS (107 events)
   2 BANG (25 events)
   3 Fall River (1 events)

  Start: Tue Oct 16 02:19:47 EDT 2001
Finished: Tue Oct 16 04:14:01 EDT 2001 (114:14)

Report Summary

This report covers 39 events.

Events are reported for 14 distinct executables.
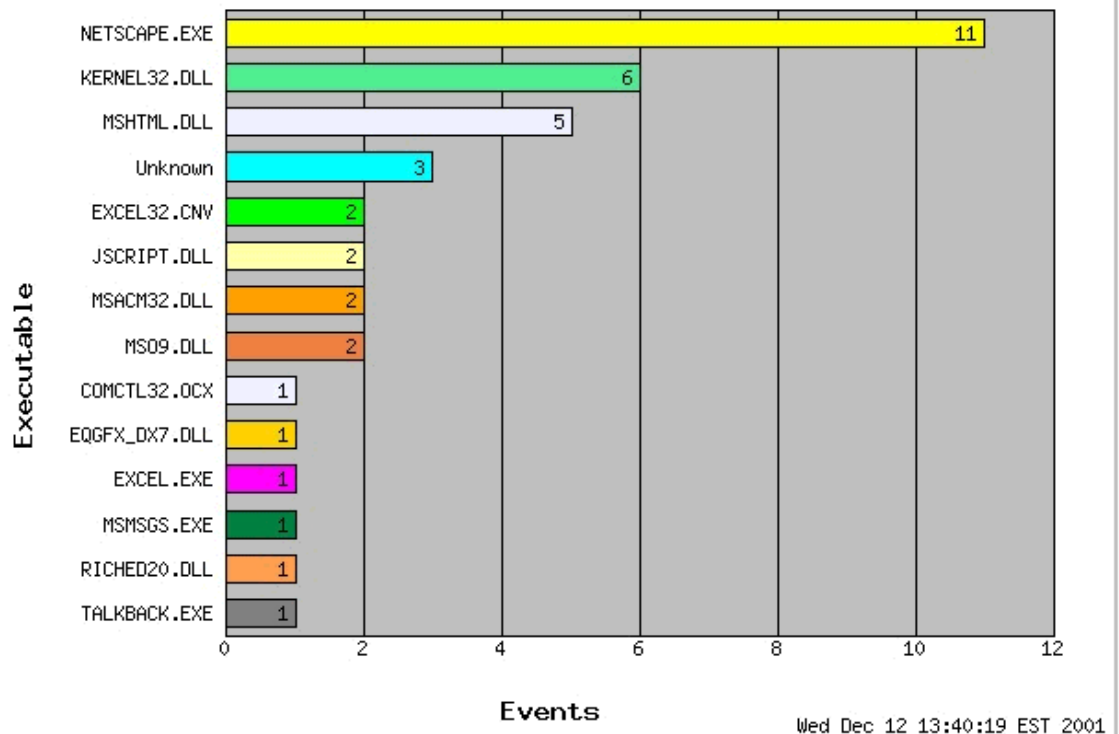
Executable	Events	
NETSCAPE.EXE	11	view event summary
KERNEL32.DLL	6	view event summary
MSHTML.DLL	5	view event summary
Unknown	3	view event summary
EXCEL32.CNV	2	view event summary
JSCRIPT.DLL	2	view event summary
MSACM32.DLL	2	view event summary

- Event reports – reporting on symptoms detected and logged by the Automated Support Infrastructure (ASI) client. These reports can be used for:

- Trend analysis, making it easier to recognize and analyze trends. These reports help reveal patterns and provide snapshots that can be immensely useful in helping recognize potentially problematic situations before they actually cause a major problem.

- Dealing with vendors' support organizations. They are a powerful audit mechanism that tracks frequency of symptom occurrence. Together with the detailed data gathered by the ASI about symptoms they help minimize the frustrating cycle of finger-pointing among vendors that unfortunately is a commonplace occurrence and leads to great end-user dissatisfaction.

Report Sample #1 – Monthly application issues summary

```
Subject: Report: Monthly Application Issues Report
Date: Tue, 16 Oct 2001 01:19:39 -0400
From: reports@handsfreenetworks.com
To: adonnini@handsfreenetworks.com

  Report Title: Monthly Application Issues Report
     Creator: cchs
     Recipients: adonnini@handsfreenetworks.com

 Period Covered:
    Start Date: Sat Sep 15 20:30:00 EDT 2001
     End Date: Mon Oct 15 20:30:00 EDT 2001
    Report Date: Tue Oct 16 00:45:00 EDT 2001
   Elapsed Time: 720 hours
 Group by first: Site
Group by second: Window Title
      Sort by: System
      Sort by: Client Time

This report covers 24 events.
-----------------------------------------------

Events are reported for 1 distinct site.
  1 Central Catholic HS

Site: Central Catholic HS (24 found)
   Window Title: About WS_FTP (8 events found)
   Window Title: Adobe Online Error (1 events found)
   Window Title: America Online (1 events found)
   Window Title: Authorware (3 events found)
   Window Title: Bomb Shelter (2 events found)
   Window Title: Microsoft Internet Explorer (5 events found)
   Window Title: Microsoft Visual C++ Runtime Library (1 events found)
   Window Title: ObjectWindows Exception (3 events found)

Summary for 1 distinct site.
     1 Central Catholic HS (24 events)

  Start: Tue Oct 16 00:45:00 EDT 2001
Finished: Tue Oct 16 01:19:37 EDT 2001 (34:37)
```

Report Summary

This report covers 189 events.

Events are reported for 6 distinct window titles.

Window Title	Events	
Error	168	view event summary
Acrobat plug-in.	9	view event summary
Microsoft Development Environment	6	view event summary
Microsoft Internet Explorer	3	view event summary
GRBackPro Error	2	view event summary
Vindigo	1	view event summary
		back to top

Report Sample #2 –Application issues detail

Subject: Report: Application Issues Report
Date: Tue, 9 Oct 2001 14:34:23 -0400
From: reports@handsfreenetworks.com
To: adonnini@handsfreenetworks.com

Report Title: Application Issues Report
Creator: cchs

```
    Recipients: adonnini@handsfreenetworks.com

  Period Covered:
     Start Date: Mon Oct 08 14:30:00 EDT 2001
      End Date: Tue Oct 09 14:30:00 EDT 2001
    Report Date: Tue Oct 09 14:34:00 EDT 2001
   Elapsed Time: 24 hours
  Group by first: Site
Group by second: System
         Sort by: Executable
         Sort by: Client Time

This report covers 2 events.
-----------------------------------------------

Events are reported for 1 distinct site.
  1 Central Catholic HS

Site: Central Catholic HS (2 found)
   System: 211pp (1 events found)


        ------------------------------------------------
        http://nanoheal.org/hfn/detail.php3?sel_id=3350432


        Machine:    211pp
        Client Time: 2001-10-09 13:01:21
        Text:      Runtime Error!

Program: C:\PROGRAM FILES\ADOBE\LIVEMOTION\LIVEMOTION.EXE

abnormal program termination

   System: lib2 (1 events found)


        ------------------------------------------------
        http://nanoheal.org/hfn/detail.php3?sel_id=3342583


        Machine:    lib2
        Client Time: 2001-10-09 11:34:52
        Text:      An unknown error occurred. Try installing the
components listed by choosing 'Windows Update' under the Internet Explorer
'Tools' menu.

Summary for 1 distinct site.
     1 Central Catholic HS (2 events)

  Start: Tue Oct 09 14:34:00 EDT 2001
Finished: Tue Oct 09 14:34:23 EDT 2001 (0:23)
```
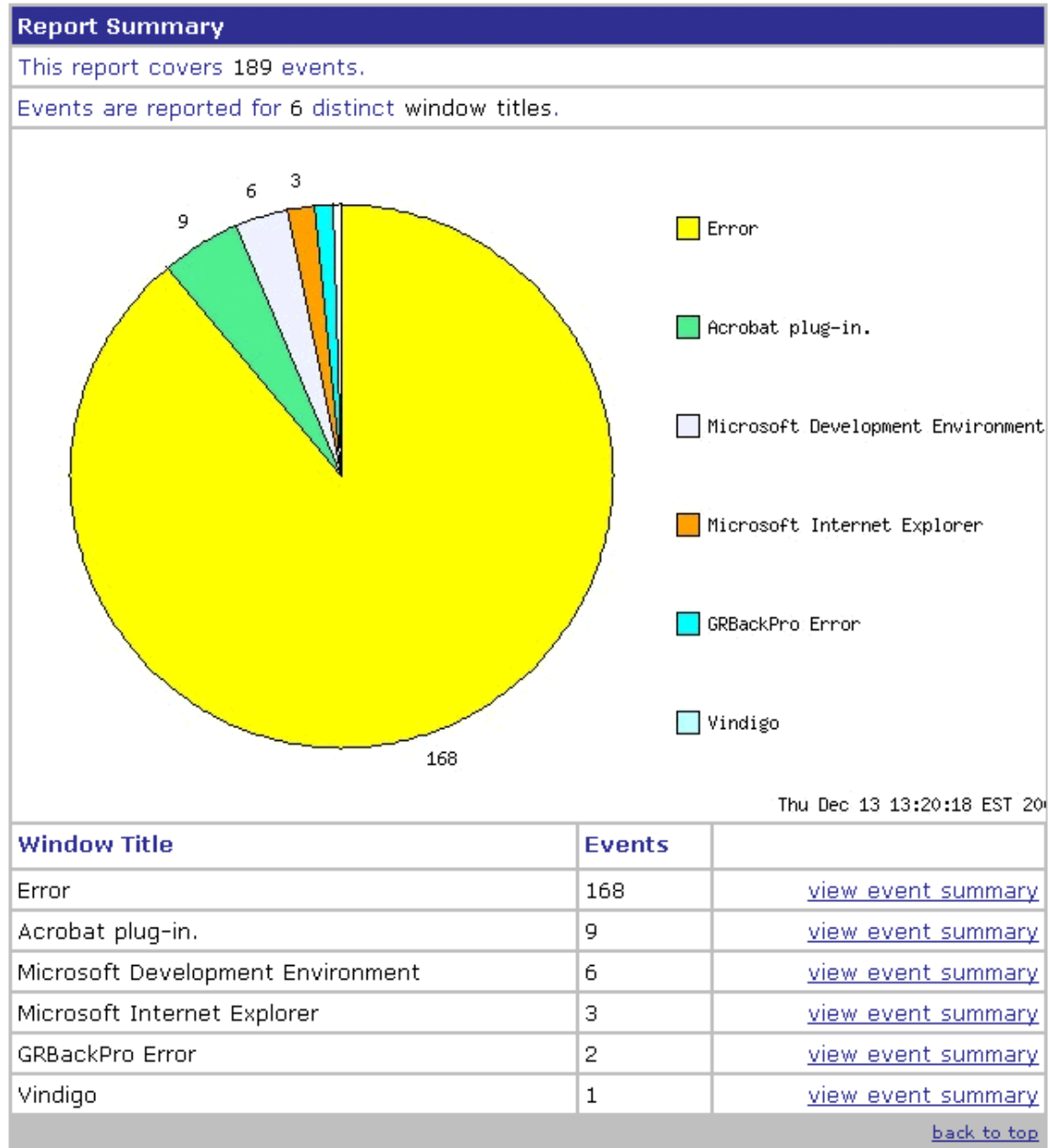
- Activity reports – reporting on automated solutions and procedures executed by the ASI client. These reports can be used for billing support providing detailed information on all system management and support activities performed by ASI

Report Sample #1 – Monthly system clock synchronization activities

Subject: Report: Monthly System Clock Synchronization Report
Date: Sat, 16 Jun 2001 04:37:59 -0400
From: reports@handsfreenetworks.com
To: adonnini@handsfreenetworks.com

  Report Title: Monthly System Clock Synchronization Report
      Creator: hfn
   Recipients: adonnini@handsfreenetworks.com

 Period Covered:
     Start Date: Wed May 16 04:30:00 EDT 2001
      End Date: Sat Jun 16 04:30:00 EDT 2001
   Report Date: Sat Jun 16 04:30:06 EDT 2001
  Elapsed Time: 744 hours
 Group by first: Site
Group by second: System
      Sort by: Client Time
      Sort by:

This report covers 804 events.

Events are reported for 11 distinct sites.
   1 BANG
   2 Central Catholic HS
   3 Connected
   4 Corporate Ink
   5 EIF Group
   6 ETG
   7 Fall River
   8 I-Logix
   9 Micro C
   10 Musicplayground
   11 Odione

sites: BANG (58 found)
    System: ast (4 events found)
    System: d (14 events found)
    System: jen (13 events found)
    System: mwallace (14 events found)
    System: pjm_dec (13 events found)

sites: Central Catholic HS (161 found)
    System: 211a (4 events found)
    System: 211b (7 events found)
    System: 211c (4 events found)
    System: 211cc (11 events found)
    System: 211f (2 events found)
    System: 211g (11 events found)
    System: 211k (1 events found)
    System: 211o (3 events found)
    System: 211p (1 events found)
    System: 211q (1 events found)
    System: 211u (1 events found)
    System: 211v (4 events found)
    System: 211z (3 events found)
    System: dolms (10 events found)
    System: lib10 (1 events found)
    System: lib11 (1 events found)
    System: lib12 (15 events found)
    System: lib13 (13 events found)

System: lib2 (14 events found)
System: lib22 (1 events found)
System: lib23 (1 events found)
System: lib24 (1 events found)
System: lib25 (1 events found)
System: lib3 (3 events found)
System: lib4 (6 events found)
System: lib5 (1 events found)
System: lib6 (1 events found)
System: lib9 (1 events found)
System: library8 (2 events found)
System: linnehan (16 events found)
System: linnehan2 (6 events found)
System: rosati (13 events found)
System: system-1 (1 events found)

sites: Connected (13 found)
System: robertmossi (10 events found)
System: tomhickman (3 events found)

sites: Corporate Ink (234 found)
System: cx210256-a (13 events found)
System: dasag (14 events found)
System: go (14 events found)
System: node1 (14 events found)
System: node10 (14 events found)
System: node11 (13 events found)
System: node2 (16 events found)
System: node3 (11 events found)
System: node4 (14 events found)
System: node5 (14 events found)
System: node6 (13 events found)
System: node7 (13 events found)
System: node8 (14 events found)
System: node9 (13 events found)
System: notebook2 (14 events found)
System: realtree (14 events found)
System: server5 (16 events found)

sites: EIF Group (2 found)
System: wsbos1 (1 events found)
System: wsbos18 (1 events found)

sites: ETG (119 found)
System: bbullock (14 events found)
System: bill (10 events found)
System: boudreau (1 events found)
System: burner (14 events found)
System: etg-user (12 events found)
System: jim-richard (14 events found)
System: kobayashi-maru (14 events found)
System: pike (14 events found)
System: sevenof9 (13 events found)
System: sgriffin (13 events found)

sites: Fall River (42 found)
System: dhs746 (14 events found)
System: dhsb555 (14 events found)
System: dhsb601 (14 events found)

sites: I-Logix (26 found)
System: johnmw2k (12 events found)
System: popeye (14 events found)

sites: Micro C (27 found)
    System: chris (14 events found)
    System: crogers (13 events found)

sites: Musicplayground (111 found)
    System: brad (14 events found)
    System: diane (14 events found)
    System: joyce (14 events found)
    System: jp (10 events found)
    System: kathy (12 events found)
    System: nancypc (8 events found)
    System: russell (14 events found)
    System: taylor (13 events found)
    System: tim (12 events found)

sites: Odione (11 found)
    System: odione-pkubat (11 events found)

 Elapsed: 7:53
   Start: Sat Jun 16 04:30:06 EDT 2001
Finished: Sat Jun 16 04:37:59 EDT 2001

Report Sample #2 – Monthly folder maintenance activities

Subject: Report: Monthly Folder Maintenance Report
Date: Fri, 15 Jun 2001 22:38:14 -0400
From: reports@handsfreenetworks.com
To: adonnini@handsfreenetworks.com

  Report Title: Monthly Folder Maintenance Report
     Creator: hfn
   Recipients: adonnini@handsfreenetworks.com

 Period Covered:
    Start Date: Tue May 15 22:30:00 EDT 2001
     End Date: Fri Jun 15 22:30:00 EDT 2001
   Report Date: Fri Jun 15 22:30:01 EDT 2001
   Elapsed Time: 744 hours
 Group by first: Site
Group by second: System
      Sort by: Client Time
      Sort by:

This report covers 2396 events.

Events are reported for 11 distinct sites.
   1 BANG
   2 BuyIndies
   3 Central Catholic HS
   4 Connected
   5 Corporate Ink
   6 ETG
   7 Fall River
   8 I-Logix
   9 Micro C
  10 Musicplayground
  11 Odione

sites: BANG (202 found)
    System: ast (14 events found)

System: d (64 events found)
System: dkullberg (1 events found)
System: jen (28 events found)
System: mwallace (36 events found)
System: pjm_dec (59 events found)

sites: BuyIndies (116 found)
System: spring (57 events found)
System: summer (59 events found)

sites: Central Catholic HS (409 found)
System: 211a (14 events found)
System: 211b (7 events found)
System: 211c (10 events found)
System: 211cc (35 events found)
System: 211g (34 events found)
System: 211o (2 events found)
System: 211p (1 events found)
System: 211q (3 events found)
System: 211v (9 events found)
System: 211z (8 events found)
System: dolms (25 events found)
System: lib11 (1 events found)
System: lib12 (55 events found)
System: lib13 (50 events found)
System: lib2 (31 events found)
System: lib3 (7 events found)
System: lib4 (6 events found)
System: lib9 (1 events found)
System: library8 (8 events found)
System: linnehan (53 events found)
System: linnehan2 (21 events found)
System: rosati (28 events found)

sites: Connected (26 found)
System: robertmossi (14 events found)
System: tomhickman (12 events found)

sites: Corporate Ink (564 found)
System: cx210256-a (30 events found)
System: dasag (32 events found)
System: go (32 events found)
System: node1 (32 events found)
System: node10 (32 events found)
System: node11 (31 events found)
System: node2 (31 events found)
System: node3 (28 events found)
System: node4 (30 events found)
System: node5 (32 events found)
System: node6 (33 events found)
System: node7 (32 events found)
System: node8 (29 events found)
System: node9 (32 events found)
System: notebook2 (30 events found)
System: realtree (58 events found)
System: server5 (40 events found)

sites: ETG (400 found)
System: bbullock (39 events found)
System: bill (32 events found)
System: burner (54 events found)
System: etg-user (41 events found)
System: jim-richard (49 events found)
System: kobayashi-maru (43 events found)

```
    System: pike (57 events found)
    System: sevenof9 (35 events found)
    System: sgriffin (50 events found)

sites: Fall River (106 found)
    System: dhs746 (28 events found)
    System: dhsb555 (38 events found)
    System: dhsb601 (40 events found)

sites: I-Logix (76 found)
    System: johnmw2k (16 events found)
    System: popeye (60 events found)

sites: Micro C (77 found)
    System: chris (38 events found)
    System: crogers (39 events found)

sites: Musicplayground (399 found)
    System: brad (59 events found)
    System: diane (48 events found)
    System: joyce (46 events found)
    System: jp (18 events found)
    System: kathy (56 events found)
    System: nancypc (28 events found)
    System: russell (60 events found)
    System: taylor (39 events found)
    System: tim (45 events found)

sites: Odione (21 found)
    System: odione-pkubat (21 events found)


 Elapsed: 8:13
   Start: Fri Jun 15 22:30:01 EDT 2001
Finished: Fri Jun 15 22:38:14 EDT 2001


Subject: Report: Monthly System Reboot Report
Date: Sat, 16 Jun 2001 05:02:13 -0400
From: reports@handsfreenetworks.com
To: adonnini@handsfreenetworks.com
```

Report Sample #3 – Monthly system reboot activities

```
  Report Title: Monthly System Reboot Report
       Creator: hfn
    Recipients: adonnini@handsfreenetworks.com

 Period Covered:
    Start Date: Wed May 16 05:00:00 EDT 2001
      End Date: Sat Jun 16 05:00:00 EDT 2001
   Report Date: Sat Jun 16 05:00:05 EDT 2001
  Elapsed Time: 744 hours
 Group by first: Site
Group by second: System
       Sort by: Client Time
       Sort by:

This report covers 322 events.
-------------------------------------------------

Events are reported for 2 distinct sites.
  1 Corporate Ink
```

```
2 ETG

sites: Corporate Ink (318 found)
   System: go (27 events found)
   System: node1 (25 events found)
   System: node10 (26 events found)
   System: node11 (26 events found)
   System: node3 (24 events found)
   System: node4 (25 events found)
   System: node5 (28 events found)
   System: node6 (28 events found)
   System: node7 (28 events found)
   System: node8 (24 events found)
   System: node9 (29 events found)
   System: server5 (28 events found)

sites: ETG (4 found)
   System: etg-user (4 events found)

 Elapsed: 2:08
   Start: Sat Jun 16 05:00:05 EDT 2001
Finished: Sat Jun 16 05:02:13 EDT 2001
```
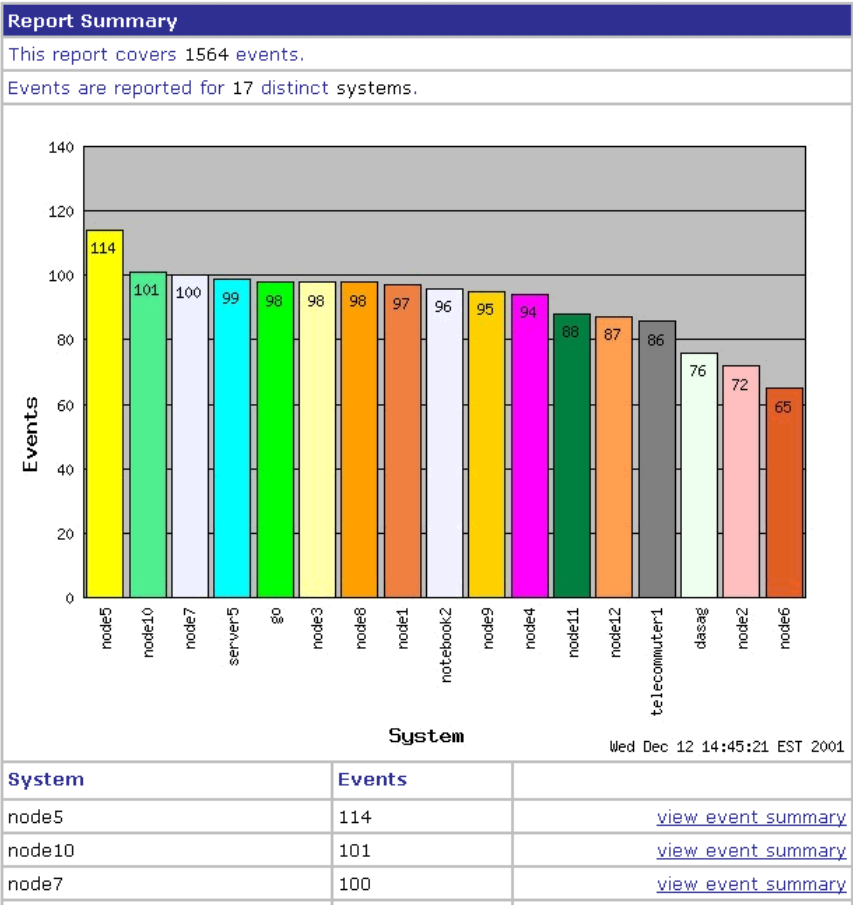
System Maintenance Report - November 2001

Report Title:	System Maintenance Report - November 2001
Creator:	hfn
Recipients:	adonnini@handsfreenetworks.com
Start Date:	Thu Nov 01 00:00:00 EST 2001
End Date:	Fri Nov 30 00:00:00 EST 2001
Report Date:	Wed Dec 12 14:45:02 EST 2001
Elapsed Time:	696 hours
Group by first:	System
Group by second:	Scrip
Sort by:	Client Time
Sort by:	Description

Report Summary

This report covers 1564 events.

Events are reported for 17 distinct systems.

System	Events	
node5	114	view event summary
node10	101	view event summary
node7	100	view event summary

Aggregate Reports

With the aggregate reports function you can combine any number of event reports you have defined, and global event reports, into a single report that we call an *aggregate report*. Aggregate reports consist of:

- A summary section listing the reports included in the aggregate report. Each entry in the summary section is the name of a report included in the aggregate report that is also a link to the beginning of the report.

- A detail section consisting of all of the reports included in the aggregate report

To add an aggregate report, you click on the add aggregate link at the top of the Event Reports page. Doing this will take you to the Add an Aggregate Report page, shown below.

Add an Aggragate Report

user: drivetech [log in as new user]
site filter: off [set site filter]
August 02, 2006

[top | bottom | add | add aggregate | reports]

Add an Aggregate	
Report title:	
Report format:	HTML w/o Charts
Report output:	Send as email
E-mail recipients:	Enter all the recipients e-mail addresses separated by commas.
Default e-mail recipients:	Yes Add default email list members to the list of e-mail recipients.
Include user in email subject:	
Additional text to be added to the subject line:	
Event query filters: To deselect, hold down 'ctrl' and click again. (Mac: command key) Please note that the schedule for the selected reports will be ignored. You will have to select a schedule for the aggregate report below.	-MK-Trend Micro Virus Definition Dates Report AA Big Report All Events All Non-Informational Entries Application Issues Report Application Issues Report Application Issues Report
Include:	All User:MFIA User:admin User:amiller User:bsmd User:drivetech User:hfn	The include parameter lets you specify a group of machines that the report should cover. Only machines belonging to this group can be included in the report. By default all machines belonging to the report owner are included. [configure groups] *Please note that clicking on 'configure groups' will cause you to lose any information you have entered on this page so far. If you right-click on 'configure groups' and open a new page, any new items will not be available on this page.*
Exclude:	All User:MFIA User:admin User:amiller User:bsmd User:drivetech User:hfn	The exclude parameter lets you limit the event report coverage to machines that may require special attention by excluding all others. By default no machines are excluded. The event report will cover all of 'included' machines which are not 'excluded' [configure groups] *Please note that clicking on 'configure groups' will cause you to lose any information you have entered on this page so far. If you right-click on 'configure groups' and open a new page, any new items will not be available on this page.*

Schedule

Report cycle:		required for all reports
Hour:	0	for daily, weekly or monthly reports
Minute:	20	for daily, weekly or monthly reports
Day of month:		only needed for monthly reports
Day of week:		only needed for weekly reports
Start date:		date is mm/dd or mm/dd/yy or mm/dd hh:mm. only needed for immediate reports.
End date:		date is mm/dd or mm/dd/yy or mm/dd hh:mm. only needed for immediate reports.

[Add] [reset]

[top | bottom | add | add aggregate | reports]

The procedure for adding an aggregate report is the same as that for adding an event report with two exceptions:

- You select the event reports you want included in the aggregate event report you are defining by clicking on their entry in the list to the right of the Event reports label. You select multiple reports by pressing the Ctrl key while clicking on the entries for the desired reports. To deselect, hold down 'ctrl' and click again. (Mac: command key)

- The schedules of the event reports you select for inclusion in the aggregate event report your are defining are discarded, you need to enter a production schedule for

the aggregate report following the steps for entering event report schedule information as described in the *Adding and Saving a Report* section of this document

When defining an aggregate report, please keep in mind that depending on the size of the event reports included in an aggregate report, its processing time, and output file size could be considerable. The size of the report output file could make it undeliverable depending on the limits placed on e-mail message file size by the ISPs whose mail servers the aggregate report transits through. To avoid this possibility, you might choose to have aggregate report output sent to the information portal.

Managing Reports

Clicking on the manage link found in the line of links just above the Search Options panel in the Event Reports page, will take you to the Manage Event Reports page shown below.

dashboard: display
events: ad-hoc query | filters | notifications | console | reports
assets: queries | console | changes | reports
sites: wizard | status | configuration | updates
microsoft update: wizard | status | advanced
provisioning: products | sites | metering | audit
information portal: event | asset | change | meter
tools: admin | audit | census | groups | remote control | help

user: hfn [log in as new user]
site filter: off [set site filter]
August 02, 2006

Manage Event Reports

[top | bottom | add | add aggregate | reports]

What do you want to do?

1. Edit Multiple Reports
2. Enable/Disable Multiple Reports
3. Delete Multiple Reports
4. Create A New Report
5. Create A New Aggregate
6. Reports Run Within the Past Two Weeks
7. Reports Scheduled To Run During the Next Two Weeks
8. Reports Modified Within the Past Month
9. Back to Filtered Reports Page
10. Reports Default View

[top | bottom | add | add aggregate | reports]

From this page, you can perform the following actions, or access the following information about event reports:

■ Edit Multiple Reports

■ Enable/Disable Multiple Reports

■ Delete Multiple Reports

■ Create A New Report

■ Create A New Aggregate

■ Reports Run Within the Past Two Weeks

■ Reports Scheduled To Run During the Next Two Weeks

■   Reports Modified Within the Past Month

■   Back to Filtered Reports Page

■   Reports Default View

In the remainder of this section, we will describe in some detail actions performed on multiple reports. Actions that can be performed on multiple reports at the same time are:

■   Edit Multiple Reports

■   Enable/Disable Multiple Reports

■   Delete Multiple Reports

When you click on the link for any of the above actions on the Manage Event Reports page, that action will be performed on the event reports currently **visible** (as determined by the *Page Size* parameter in the Display Options panel) on the Event Reports page, even if the number of reports retrieved is larger.

This means that if you want the action selected on the Manage Event Reports page to be performed on all event reports currently **retrieved**, you have to set the *Page Size* parameter in the Display Options panel to a value equal to or greater than the number of event reports retrieved.

The pages displayed after you click on any one of the actions that can be performed on multiple reports have a similar structure (see below):

■   In the upper half you will find the actions you can take

■   In the bottom half you will find the list of event reports on which you can take the action

In all cases, **first** you select the event reports you want to take the action on, **then** you enter the configuration changes and perform the actions on the selected reports. Please note that if you reverse the order of these operations, no configuration changes, or actions will be performed on the selected systems.

Edit Multiple Event Reports

user: hfn [log in as new user]
site filter: off [set site filter]
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[top | bottom | add | add aggregate | reports]

[OK]   [Cancel]   [Help]

Edit Options

State	Output	Details	Format
No Change	No Change	No Change	No Change

Include User	Skip Owner	Events Links	Asset Links
No Change	No Change	No Change	No Change

Include Text	Subject Text (update)	Subject Text (value)	
No Change	No Change		

Default Recipients	E-mail Recipients (update)	E-mail Recipients (value)	
No Change	No Change		

Links Only	Omit Zero		
No Change	No Change		

Include	Exclude
All	All
User:corpink	User:corpink
User:hfn	User:hfn
Desktops	Desktops
Frequent Scrip cfg change check	Frequent Scrip cfg change check
Laptops	Laptops
MS Windows 2k	MS Windows 2k

[Check all]   [Uncheck all]

Select Reports (3 found)
☐ Application Issues Report
☐ Monthly Application Issues Report
☐ Weekly Application Issues Report

[Check all]   [Uncheck all]

[OK]   [Cancel]   [Help]

[top | bottom | add | add aggregate | reports]

Enable/Disable Multiple Event Reports

[top | bottom | add | add aggregate | reports]

| OK | Cancel |

Edit Options

State
No Change

| Check all | Uncheck all |

Select Reports (3 found)

☐ Application Issues Report
☐ Monthly Application Issues Report
☐ Weekly Application Issues Report

| Check all | Uncheck all |

| OK | Cancel |

[top | bottom | add | add aggregate | reports]

Delete Multiple Event Reports

[top | bottom | add | add aggregate | reports]

| OK | Cancel |

| Check all | Uncheck all |

Delete Reports (3 found)

☐ Application Issues Report
☐ Monthly Application Issues Report
☐ Weekly Application Issues Report

| OK | Cancel |

| Check all | Uncheck all |

[top | bottom | add | add aggregate | reports]

Editing Reports

Clicking on the [edit] hyperlink to the left of a report's entry in the Event Reports page will take you to the Edit an Event Report page shown below.

dashboard: display
events: ad-hoc query | filters | notifications | console | reports
assets: queries | console | changes | reports
sites: wizard | status | configuration | updates
microsoft update: wizard | status | advanced
provisioning: products | sites | metering | audit
information portal: event | asset | change | meter
tools: admin | audit | census | groups | remote control | help

Edit an Event Report

user: **hfn** [log in as new user]
site filter: off [set site filter]
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[top | bottom | add | add aggregate | reports]

Application Issues Report	
Report title:	Application Issues Report
Report format:	HTML w/ Bar Charts
Report output:	Send as email
E-mail recipients:	Enter all the recipients e-mail addresses separated by commas.
Default e-mail recipients:	Yes Add default email list members to the list of e-mail recipients.
Include user in email subject:	☐
Additional text to be added to the subject line:	☐
Event query filters: To deselect, hold down 'ctrl' and click again. (Mac: command key)	"Configuration" changes Adapter changes All except process from HP All except process start/end APC PowerChute service monitoring events
	[Edit a Filter] [Add a Filter] A report without a query filter selects all the events, and could easily become extremely large. You should always specify at least one query filter unless the date range is very small.
Global:	☑
Do not generate report for owner:	☐
Omit 'zero event' reports:	☐

Include:

All
User:Jhare
User:MFIA
User:WAIDT
User:acr
User:admin
User:aegis

The include parameter lets you specify a group of machines that the report should cover. Only machines belonging to this group can be included in the report. By default all machines belonging to the report owner are included.

[configure groups]
Please note that clicking on 'configure groups' will cause you to lose any information you have entered on this page so far. If you right-click on 'configure groups' and open a new page, any new items will not be available on this page.

Exclude:

All
User:Jhare
User:MFIA
User:WAIDT
User:acr
User:admin
User:aegis

The exclude parameter lets you limit the event report coverage to machines that may require special attention by excluding all others. By default no machines are excluded. The event report will cover all of 'included' machines which are not 'excluded'

[configure groups]
Please note that clicking on 'configure groups' will cause you to lose any information you have entered on this page so far. If you right-click on 'configure groups' and open a new page, any new items will not be available on this page.

Content

Categorize by:	Nothing
And then by:	Nothing
Then sort by:	Nothing
And last by:	Nothing
Include event links:	Yes
Include asset links:	Yes
Enabled:	Yes
Include details:	Yes select fields below
Links only:	No

Schedule

Report cycle:		required for all reports
Hour:	0	for daily, weekly or monthly reports
Minute:	20	for daily, weekly or monthly reports
Day of month:		only needed for monthly reports
Day of week:		only needed for weekly reports
Start date:		date is mm/dd or mm/dd/yy or mm/dd hh:mm. only needed for immediate reports.
End date:		date is mm/dd or mm/dd/yy or mm/dd hh:mm. only needed for immediate reports.

Detail Information

ALL:	☐	idx:	☐	scrip:	☐	entered:	☑	customer:	☐	Use these checkboxes to select the detail information that should be included in the report. Except for 'ALL', the names shown are the actual field names in the event database. Be wary of requesting too much information. Reports can easily become quite large.
machine:	☑	username:	☐	clientversion:	☐	clientsize:	☐	priority:	☐	
description:	☐	type:	☐	path:	☐	executable:	☐	version:	☐	Note that the checkboxes are ignored unless the *Include details* option is enabled.
size:	☐	id:	☐	windowtitle:	☐	string1:	☐	string2:	☐	
text1:	☑	text2:	☐	text3:	☐	text4:	☐	servertime:	☐	
uuid:	☐	queryname:	☐							

[Add]   [reset]

[top | bottom | add | add aggregate | reports]

On the Edit an Event Report page, you can modify all of a report's configuration parameters as defined in the Add an Event Report page. We described their use in the *Adding and Saving a Report* section of this document.

Clicking on the Submit button will take you to the Report updated page shown below. From there you can go back to the Event Reports page, or other modules of the ASI Event management facility.

Report Updated

Report *Application Issues Report* updated successfully.

Return to the Report List.

Duplicating Reports

To make the process of creating reports more efficient, you can use the copy function.

For example, you might want to create an application issues report that only includes events from selected applications.

To do this, first you would create an event filter to retrieve application issues for the selected applications using the Copy a Query Filter module described in the Duplicating a Query Filter section of the **Event Management User Guide**.

Then, you would you would click on the [copy] hyperlink to the left of the Application Issues Report report. Doing this will take you to the Copy an Event Report page like the one shown below.

Copy an Event Report

user: hfn [log in as new user]
site filter: off [set site filter]
August 02, 2006

[top | bottom | add | add aggregate | reports]

Duplicate A Report	
Report title:	Copy of Application Issues Report
Report format:	HTML w/ Bar Charts
Report output:	Send as email
E-mail recipients:	Enter all the recipients e-mail addresses separated by commas.
Default e-mail recipients:	Yes Add default email list members to the list of e-mail recipients.
Include user in email subject:	☐
Additional text to be added to the subject line:	☐
Event query filters: To deselect, hold down 'ctrl' and click again. (Mac: command key)	"Configuration" changes Adapter changes All except process from HP All except process start/end APC PowerChute service monitoring events [Edit a Filter] [Add a Filter] A report without a query filter selects all the events, and could easily become extremely large. You should always specify at least one query filter unless the date range is very small.
Global:	☑
Do not generate report for owner:	☐
Omit 'zero event' reports:	☐

Include:

| All |
| User:Jhare |
| User:MFIA |
| User:WAIDT |
| User:acr |
| User:admin |
| User:aegis |

The include parameter lets you specify a group of machines that the report should cover. Only machines belonging to this group can be included in the report. By default all machines belonging to the report owner are included.

[configure groups]
Please note that clicking on 'configure groups' will cause you to lose any information you have entered on this page so far. If you right-click on 'configure groups' and open a new page, any new items will not be available on this page.

Exclude:

| All |
| User:Jhare |
| User:MFIA |
| User:WAIDT |
| User:acr |
| User:admin |
| User:aegis |

The exclude parameter lets you limit the event report coverage to machines that may require special attention by excluding all others. By default no machines are excluded. The event report will cover all of 'included' machines which are not 'excluded'

[configure groups]
Please note that clicking on 'configure groups' will cause you to lose any information you have entered on this page so far. If you right-click on 'configure groups' and open a new page, any new items will not be available on this page.

Content

Categorize by:	Nothing
And then by:	Nothing
Then sort by:	Nothing
And last by:	Nothing
Include event links:	Yes
Include asset links:	Yes
Enabled:	Yes
Include details:	Yes select fields below
Links only:	No

Schedule

Report cycle:		required for all reports
Hour:	0	for daily, weekly or monthly reports
Minute:	20	for daily, weekly or monthly reports
Day of month:		only needed for monthly reports
Day of week:		only needed for weekly reports
Start date:		date is mm/dd or mm/dd/yy or mm/dd hh:mm. only needed for immediate reports.
End date:		date is mm/dd or mm/dd/yy or mm/dd hh:mm. only needed for immediate reports.

Detail Information

ALL:	☐	idx:	☐	scrip:	☐	entered:	☑	customer:	☐
machine:	☑	username:	☐	clientversion:	☐	clientsize:	☐	priority:	☐
description:	☐	type:	☐	path:	☐	executable:	☐	version:	☐
size:	☐	id:	☐	windowtitle:	☐	string1:	☐	string2:	☐
text1:	☑	text2:	☐	text3:	☐	text4:	☐	servertime:	☐
uuid:	☐	queryname:	☐						

Use these checkboxes to select the detail information that should be included in the report. Except for 'ALL', the names shown are the actual field names in the event database. Be wary of requesting too much information. Reports can easily become quite large.

Note that the checkboxes are ignored unless the *Include details* option is enabled.

[Add]   [reset]

On the Copy an Event Report page, you can modify all of a report's configuration parameters as defined in the Add an Event Reports page. We described their use in the *Adding and Saving a Report* section of this document.

In this instance, you would change the name of the report to reflect the connectivity issues that it will report. Next, you would change the query filter selecting the corresponding query filter from the pull-down list next to the label Query Filters.

You would then change the schedule to avoid production of each report at the same time because this would risk unbalancing load on the ASI server.

At this point, you would be done and clicking on the Submit button will take you to the Report Duplicated page shown below.

Report Duplicated

Report *Fault Report - dasag* created successfully.

Return to the Report List.

Deleting Reports

To delete a report, go to the Event Reports page and click on the [delete] link under the **Action** heading to the left of the report you want to delete. This will take you to the Confirm Report Delete confirmation page shown below.

Confirm Report Delete

Do you really want to delete **Faults - dasag Report**?

[Yes] [No]

Return to the Report List.

Confirmation of a report deletion action will take you to the Reports Deleted page shown below. From there you can go back to the Event Reports page, or other modules of the ASI event management facility.

Report Deleted

Report deleted successfully.

Return to the Report List.

You cannot delete reports that you did not create. If you attempt to do that the page shown below will appear.

Confirm Report Delete

Connectivity Issues Report cannot be deleted because you did not create it.

Help System

Clicking on the Help button found to the right of the Search Options panel, under the Display Options panel on the Event Reports page, will take you to the Event Reports Help page, where you will find detailed information about all of the parameters in the Search Options and the Display Options panels, and important notes about the ASI event reports module.

Welcome - What would you like to do?

user: hfn [log in as new user]
site filter: off [set site filter]
August 02, 2006

Take action

- Use the dashboard
- Perform a management, maintenance, or support action
- Take remote control of a system
- Manage Microsoft software updates
- Provision and meter applications

View information

- View Microsoft patch status
- View alerts
- Look at system events
- Run an event report
- Look at system asset information
- Run an asset query
- Run an asset report

Use tools

- Manage alerts
- View a listing of all sites and systems
- Update ASI client
- Manage user accounts on ASI server
- Access online documentation

ASI user guides are accessible via the Help Index page, shown below. You can reach it, by clicking on the Access online documentation link under the Use Tools heading on the Welcome page, or in the tools: navigation bar found at the upper right-hand corner on any page on the ASI server.

Help Index

user: hfn [log in as new user]
site filter: off [set site filter]
November 16, 2003

ASI Event Log Management User Guide
General information about using the event log management facility, in PDF form

ASI Support Query Module User Guide
General information about using automated knowledge base queries, in PDF form

ASI Event Log Management Report Module User Guide
General information about using the event log management facility report module, in PDF form

ASI Asset Management User Guide
General information about using the asset management facility, in PDF form

ASI Asset Management Report Module User Guide
General information about using the asset management facility report module, in PDF form

ASI Site Management User Guide
General information about using the ASI site management facility, in PDF form

ASI Information Portal User Guide
General information about using the ASI Information Portal facility, in PDF form

Filter Examples
Listing of currently available event filters, in Microsoft Word form

ASI Pre-defined Notifications
Listing of currently available event notifications, in Microsoft Word form

ASI Pre-defined Reports
Listing of currently available event reports, in Microsoft Word form

ASI Scrip Index
Listing of currently available scrips ordered by number with links to Scrip detail log help pages

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From here, clicking on any of the links will take you to the help system section corresponding to the label of the link. For example, the link **ASI Event Log Management Report Module User Guide** will take you to a copy of this ASI event management report module user guide in Adobe Acrobat PDF file format.

This guide and all the other documents listed under the help system are available for download in PDF format except for the **Filter Examples**, **ASI Pre-defined Notifications**, **ASI Pre-defined Reports**, documents, which are downloadable in Microsoft Word format. The **ASI Scrip Index** is a link that takes you to the Scrip Index page where all user configurable Scrips are listed in table format. Clicking on the Detail button in the right-most column of a Scrip's entry in the table, takes you that that Scrip's detail log help file.

Pre-defined Reports

The following table lists the pre-defined reports available with the current release of the ELRM, and their default settings.

Name	When	State	Details
Application Issues Report	14:30 Daily	Disabled	Yes
Connectivity Issues Report	13:00 Daily	Disabled	Yes
Connectivity Issues Report - unfiltered	13:20 Daily	Disabled	Yes
Devices and Services Availability Report	12:00 Daily	Disabled	Yes
Disk Defragmentation Report	22:00 Wednesday	Disabled	Yes
Engine Logs	00:20 Daily	Enabled	No
eTrust Virus Definition Date Report	12:30 Friday	Disabled	Yes
Executable Detected Report	07:00 Daily	Disabled	Yes
Fault Report	12:30 Daily	Disabled	Yes
File Deletion Report	01:00 Daily	Disabled	Yes
Folder Maintenance Report	23:00 Daily	Disabled	Yes
Logon failure Report	00:00 Daily	Disabled	Yes
McAfee AutoUpdate Failure Report	00:00 Daily	Disabled	Yes
McAfee Virus Database and Program Update Report	22:00 Tuesday	Disabled	Yes
McAfee Virus Definition Dates Report	12:10 Friday	Disabled	Yes
McAfee VirusScan Report	22:00 Monday	Disabled	Yes
Microsoft Access Error Report	06:00 Daily	Disabled	Yes
Microsoft Excel Error Report	05:00 Daily	Disabled	Yes
Microsoft Internet Explorer Error Report	04:00 Daily	Disabled	Yes
Microsoft Outlook Error Report	03:30 Daily	Disabled	Yes
Microsoft Outlook Error Report - unfiltered	03:50 Daily	Disabled	Yes
Microsoft Outlook Express Errors	06:30 Daily	Disabled	Yes
Microsoft Powerpoint Error Report	05:30 Daily	Disabled	Yes
Microsoft Word Error Report	04:30 Daily	Disabled	Yes
Microsoft Word Error Report - unfiltered	04:40 Daily	Disabled	Yes
Monthly Application Issues Report	20:30 Monthly 15	Enabled	Yes
Monthly ARCserve Database Engine Error Report	15:30 Monthly 16	Disabled	Yes
Monthly ARCserve Job Engine Error Report	16:00 Monthly 16	Disabled	Yes
Monthly ARCserve Message Engine Error Report	16:30 Monthly 16	Disabled	Yes
Monthly ARCserve Tape Engine Error Report	17:00 Monthly 16	Disabled	Yes
Monthly ARCserveIT Error Report	21:30 Monthly 16	Disabled	Yes
Monthly ARCserveIT Event Report	22:00 Monthly 16	Disabled	Yes
Monthly ASI Software Update Report	04:30 Monthly 17	Disabled	Yes
Monthly Autodownload Server Error Report	17:30 Monthly 16	Disabled	Yes
Monthly Cheyenne Alert Notif. Server Error Report	18:00 Monthly 16	Disabled	Yes
Monthly Cheyenne Discovery Service Error Report	18:30 Monthly 16	Disabled	Yes
Monthly Connectivity Issues Report	21:00 Monthly 15	Enabled	No
Monthly Connectivity Issues Report - unfiltered	21:20 Monthly 15	Disabled	Yes
Monthly Connectivity Problem Report - AOL IM	05:30 Monthly 17	Disabled	Yes
Monthly Connectivity Problem Report - ASI inter-cl	06:00 Monthly 17	Disabled	Yes
Monthly Connectivity Problem Report - browsing	06:30 Monthly 17	Disabled	Yes

Name	When	State	Details
Monthly Connectivity Problem Report - FTP	09:00 Monthly 17	Disabled	Yes
Monthly Connectivity Problem Report - SSH	09:30 Monthly 17	Disabled	Yes
Monthly Connectivity Problem Report - Telnet	10:00 Monthly 17	Disabled	Yes
Monthly Connectivity Problems - browsing secure	07:00 Monthly 17	Disabled	Yes
Monthly Connectivity Problems - browsing unsecure	07:30 Monthly 17	Disabled	Yes
Monthly Connectivity Problems - e-mail receive	08:00 Monthly 17	Disabled	Yes
Monthly Connectivity Problems - e-mail send	08:30 Monthly 17	Disabled	Yes
Monthly Connectivity Problems - netbios-ssn	19:00 Monthly 17	Disabled	Yes
Monthly Connectivity Problems - SMB over TCP	18:30 Monthly 17	Disabled	Yes
Monthly Devices and Services Availability	19:30 Monthly 15	Disabled	Yes
Monthly Directory-File Protection Management	20:30 Monthly 17	Disabled	Yes
Monthly Disk Capacity Warning Report	01:30 Monthly 16	Enabled	No
Monthly Disk Defragmentation Report	02:00 Monthly 16	Disabled	Yes
Monthly Disk Management Issues Report	13:30 Monthly 18	Disabled	Yes
Monthly Disk Percentage Busy Time Report	05:30 Monthly 18	Disabled	No
Monthly Diskeeper Error Report	19:00 Monthly 16	Disabled	Yes
Monthly Domain Controller Error Report	14:30 Monthly 17	Disabled	Yes
Monthly Email Attachment Screening Report	13:30 Monthly 16	Disabled	Yes
Monthly eTrust EZ Antivirus Not Installed Report	07:30 Monthly 18	Disabled	Yes
Monthly eTrust EZ Antivirus Report	07:00 Monthly 18	Disabled	Yes
Monthly eTrust Virus Definition Dates Report	06:30 Monthly 18	Disabled	Yes
Monthly eTrust Virus Definitions Update Report	06:00 Monthly 18	Disabled	Yes
Monthly Event Log Report - Accounts Locked Out	02:00 Monthly 17	Disabled	Yes
Monthly Event Log Report - Failed Security Audits	00:30 Monthly 17	Disabled	Yes
Monthly Event Log Report - Passwords Expired	03:30 Monthly 17	Disabled	Yes
Monthly Event Log Report - Security	01:30 Monthly 17	Disabled	Yes
Monthly Event Log Report - Successful Sec. Audits	01:00 Monthly 17	Disabled	Yes
Monthly Executable Control Report	12:30 Monthly 16	Disabled	Yes
Monthly Executable Detected Report	06:00 Monthly 16	Disabled	Yes
Monthly Executive Software Undelete Error Report	19:30 Monthly 16	Disabled	Yes
Monthly Fault Report	20:00 Monthly 16	Enabled	Yes
Monthly File Attributes Report	14:30 Monthly 17	Disabled	Yes
Monthly File Deletion Report	06:30 Monthly 16	Disabled	Yes
Monthly File Download Screening Report	14:00 Monthly 16	Disabled	Yes
Monthly File Retrieval Report	00:30 Monthly 17	Disabled	Yes
Monthly Folder Maintenance Report	22:30 Monthly 15	Disabled	Yes
Monthly InoculateIT Server Error Report	20:00 Monthly 16	Disabled	Yes
Monthly Intrusion Protection - additions	01:00 Monthly 18	Disabled	Yes
Monthly Intrusion Protection - changes	00:30 Monthly 18	Disabled	Yes
Monthly Intrusion Protection - changes, add., del.	00:00 Monthly 18	Disabled	No
Monthly Intrusion Protection - default changes	22:00 Monthly 17	Disabled	Yes
Monthly Intrusion Protection - deletions	04:00 Monthly 18	Disabled	Yes
Monthly Intrusion Protection Management Report	04:30 Monthly 18	Enabled	Yes
Monthly Local Connectivity Issues Report	16:00 Monthly 17	Disabled	Yes
Monthly Logon failure Report	12:00 Monthly 17	Disabled	Yes

Name	When	State	Details
Monthly McAfee AutoUpdate Failure Report	11:30 Monthly 17	Disabled	Yes
Monthly McAfee Virus Database and Program Update R	00:30 Monthly 16	Disabled	Yes
Monthly McAfee Virus Definitions Dates Report	03:30 Monthly 18	Disabled	Yes
Monthly McAfee VirusScan Not Installed Report	02:30 Monthly 18	Disabled	Yes
Monthly McAfee VirusScan Report	23:30 Monthly 15	Disabled	Yes
Monthly Memory Capacity Warning Report	02:00 Monthly 16	Disabled	Yes
Monthly Microsoft Access Error Report	10:30 Monthly 16	Disabled	Yes
Monthly Microsoft Excel Error Report	09:30 Monthly 16	Disabled	Yes
Monthly Microsoft Exchange Security Problems	19:30 Monthly 17	Disabled	Yes
Monthly Microsoft Internet Explorer Error Report	08:00 Monthly 16	Disabled	Yes
Monthly Microsoft Outlook Error Report	08:30 Monthly 16	Enabled	No
Monthly Microsoft Outlook Error Report - unfilterd	08:50 Monthly 16	Disabled	Yes
Monthly Microsoft Outlook Express Errors Report	11:00 Monthly 16	Disabled	Yes
Monthly Microsoft Powerpoint Error Report	10:00 Monthly 16	Disabled	Yes
Monthly Microsoft Word Error Report	09:00 Monthly 16	Enabled	Yes
Monthly Microsoft Word Error Report - unfiltered	09:10 Monthly 16	Disabled	Yes
Monthly MS Windows Event Log Report - filtered	14:30 Monthly 18	Enabled	No
Monthly MS Word file name dialog boxes Report	23:30 Monthly 17	Disabled	Yes
Monthly Network Configuration Changes Report	12:00 Monthly 16	Disabled	Yes
Monthly Network Connectivity Failure Report	18:00 Monthly 17	Disabled	No
Monthly Network Packet Filtering Report	21:30 Monthly 17	Disabled	Yes
Monthly Norton Anti Virus Not Installed	02:00 Monthly 18	Disabled	Yes
Monthly Norton Anti Virus Report	23:00 Monthly 15	Disabled	Yes
Monthly Password Lockout Resolution Event Report	15:00 Monthly 16	Disabled	Yes
Monthly Port Probe Detection Report	10:30 Monthly 17	Disabled	Yes
Monthly Print Job by Printer Report	02:00 Monthly 18	Enabled	Yes
Monthly Print Queue Monitoring and Problem Res	13:30 Monthly 17	Disabled	Yes
Monthly Print Queue Problems Resolved	20:00 Monthly 17	Disabled	Yes
Monthly Printer Addition / Removal Report	04:00 Monthly 16	Enabled	Yes
Monthly Printer Installation and Removal Report	11:00 Monthly 17	Disabled	Yes
Monthly Printer Operation Issues Report	16:30 Monthly 17	Disabled	Yes
Monthly Printing Issues Report	22:00 Monthly 15	Enabled	Yes
Monthly Process-Service Shutdown-Restart	21:00 Monthly 17	Disabled	Yes
Monthly Processor Utilization Report	05:00 Monthly 18	Disabled	No
Monthly Program Execution Report	07:00 Monthly 16	Disabled	Yes
Monthly Registry Changes Report	11:30 Monthly 16	Disabled	Yes
Monthly Registry Protection Management Report	08:00 Monthly 18	Disabled	Yes
Monthly Resource Issues Report	21:30 Monthly 15	Enabled	Yes
Monthly Scandisk Error Report	03:00 Monthly 16	Disabled	Yes
Monthly Scandisk Log Report	02:30 Monthly 16	Disabled	Yes
Monthly ScanDisk Report	01:30 Monthly 16	Disabled	Yes
Monthly Scrip Configuration Change Report	05:00 Monthly 17	Disabled	No
Monthly Services Start Report	00:00 Monthly 17	Disabled	Yes
Monthly Software Installation Report	03:00 Monthly 16	Enabled	Yes

Name	When	State	Details
Monthly Software Removal Report	03:30 Monthly 16	Enabled	Yes
Monthly Software Update - Successful Report	12:30 Monthly 17	Disabled	Yes
Monthly Software Update - Unsuccessful Report	13:00 Monthly 17	Disabled	Yes
Monthly Software Update Installation Report	13:00 Monthly 16	Disabled	Yes
Monthly Start-up Control Report	02:30 Monthly 16	Enabled	No
Monthly Start-up Management Report	01:30 Monthly 18	Enabled	Yes
Monthly Symantec LiveUpdate Failure to Retrieve	23:00 Monthly 17	Disabled	Yes
Monthly Symantec LiveUpdate Failure to Run	22:30 Monthly 17	Disabled	Yes
Monthly Symantec LiveUpdate Report	00:00 Monthly 16	Disabled	Yes
Monthly Symantec Virus Definition Dates Report	03:00 Monthly 18	Disabled	Yes
Monthly System Clock Synchronization Report	04:30 Monthly 16	Disabled	Yes
Monthly System Date and Time Change Report	05:30 Monthly 16	Enabled	Yes
Monthly System Maintenance Failures Report	11:40 Monthly 16	Disabled	Yes
Monthly System Maintenance Failures Summary	11:50 Monthly 16	Enabled	No
Monthly System Maintenance Report	11:30 Monthly 16	Disabled	Yes
Monthly System Maintenance Summary Report	11:10 Monthly 16	Enabled	No
Monthly System Reboot Report	05:00 Monthly 16	Disabled	Yes
Monthly System Slow Clock Report	01:00 Monthly 16	Disabled	No
Monthly TCP-IP Connectivity Problem Report	17:30 Monthly 17	Disabled	Yes
Monthly TCP-IP Problem Report - Other	17:00 Monthly 17	Disabled	Yes
Monthly Trend Micro - Not Installed Report	08:30 Monthly 18	Disabled	Yes
Monthly Trend Micro - VD - Failure to Retrieve	10:30 Monthly 18	Disabled	Yes
Monthly Trend Micro - VD - Failure to Run	11:00 Monthly 18	Disabled	Yes
Monthly Trend Micro - VD - Report	11:30 Monthly 18	Disabled	Yes
Monthly Trend Micro Scan Report	09:00 Monthly 18	Disabled	Yes
Monthly Trend Micro Virus Definition Dates Report	12:00 Monthly 18	Disabled	Yes
Monthly UPS - APC PowerChute plus Error Report	20:30 Monthly 16	Disabled	Yes
Monthly Virus Control Report - eTrust EZ Antivirus	12:30 Monthly 18	Disabled	Yes
Monthly Virus Control Report - McAfee VirusScan	15:00 Monthly 17	Disabled	Yes
Monthly Virus Control Report - Norton AntiVirus	02:30 Monthly 17	Disabled	Yes
Monthly Virus Control Report - Trend Micro	09:30 Monthly 18	Disabled	Yes
Monthly Virus Management Report - CA eTrust	13:00 Monthly 18	Disabled	Yes
Monthly Virus Management Report - McAfee VS	15:30 Monthly 17	Disabled	Yes
Monthly Virus Management Report - Norton AV	03:00 Monthly 17	Disabled	Yes
Monthly Virus Management Report - Trend Micro	10:00 Monthly 18	Disabled	Yes
Monthly vpc32 Completion Report	22:30 Monthly 16	Disabled	Yes
Monthly vpc32 Process Creation and Completion Repo	23:30 Monthly 16	Disabled	Yes
Monthly vpc32 Process Creation Report	23:00 Monthly 16	Disabled	Yes
Monthly Windows Event Log Changes Report	14:30 Monthly 16	Disabled	Yes
Monthly Windows Internet Name Service Error Report	21:00 Monthly 16	Disabled	Yes
Norton Anti Virus Report	21:00 Monday	Disabled	Yes
Printer Addition / Removal Report	03:00 Daily	Disabled	Yes
Printing Issues Report	13:30 Daily	Disabled	Yes
Process creation	00:20 Daily	Enabled	No

Name	When	State	Details
Program Execution Report	21:00 Thursday	Disabled	Yes
Resource Issues Report	14:00 Daily	Disabled	Yes
Scandisk Error Report	22:00 Weekdays	Disabled	Yes
Scandisk Log Report	15:00 Daily	Disabled	Yes
ScanDisk Report	21:00 Wednesday	Disabled	Yes
Software Installation Report	02:00 Daily	Disabled	Yes
Software Removal Report	02:30 Daily	Disabled	Yes
Start-up Control Report	07:30 Weekdays	Disabled	Yes
Symantec LiveUpdate Report	21:00 Tuesday	Disabled	Yes
Symantec Virus Definition Date Report	12:00 Friday	Disabled	Yes
System Clock Synchronization Report	23:30 Daily	Disabled	Yes
System Date and Time Change Report	01:30 Daily	Disabled	Yes
System Reboot Report	00:00 Daily	Disabled	Yes
System Slow Clock Report	15:30 Daily	Disabled	Yes
System Survey Report	07:30 Monthly 15	Disabled	Yes
Trend Micro - VD - Report	21:10 Tuesday	Disabled	Yes
Trend Micro Scan Report	21:10 Monday	Disabled	Yes
Trend Micro Virus Definition Date Report	12:20 Friday	Disabled	Yes
Weekly Application Issues Report	20:30 Saturday	Enabled	Yes
Weekly Connectivity Issues Report	21:00 Saturday	Enabled	No
Weekly Connectivity Issues Report - unfiltered	21:20 Saturday	Disabled	Yes
Weekly Connectivity Problem Report - AOL IM	09:00 Sunday	Disabled	Yes
Weekly Connectivity Problem Report - ASI inter-cl	09:30 Sunday	Disabled	Yes
Weekly Connectivity Problem Report - browsing	10:00 Sunday	Disabled	Yes
Weekly Connectivity Problem Report - FTP	10:30 Sunday	Disabled	Yes
Weekly Connectivity Problem Report - SSH	11:00 Sunday	Disabled	Yes
Weekly Connectivity Problem Report - Telnet	11:30 Sunday	Disabled	Yes
Weekly Connectivity Problems - browsing secure	12:00 Monthly 17	Disabled	Yes
Weekly Connectivity Problems - browsing unsecure	12:30 Sunday	Disabled	Yes
Weekly Connectivity Problems - e-mail receive	13:00 Sunday	Disabled	Yes
Weekly Connectivity Problems - e-mail send	13:30 Sunday	Disabled	Yes
Weekly Connectivity Problems - netbios-ssn	15:30 Sunday	Disabled	Yes
Weekly Connectivity Problems - SMB over TCP	15:00 Sunday	Disabled	Yes
Weekly Devices and Services Availability Report	17:30 Saturday	Disabled	Yes
Weekly Directory-File Protection Management	17:00 Sunday	Disabled	Yes
Weekly Disk Capacity Warning Report	01:30 Saturday	Enabled	No
Weekly Disk Defragmentation Report	02:00 Saturday	Disabled	Yes
Weekly Disk Management Issues Report	09:30 Monday	Disabled	Yes
Weekly Disk Percentage Busy Time Report	01:30 Monday	Disabled	No
Weekly Domain Controller Error Report	05:30 Sunday	Disabled	Yes
Weekly Email Attachment Screening Report	13:30 Saturday	Disabled	Yes
Weekly eTrust EZ Antivirus Not Installed Report	02:00 Monday	Disabled	Yes
Weekly eTrust EZ Antivirus Report	02:30 Monday	Disabled	Yes
Weekly eTrust Virus Definition Dates Report	03:00 Monday	Disabled	Yes
Weekly eTrust Virus Definitions Update Report	04:00 Monday	Disabled	Yes

Name	When	State	Details
Weekly Executable Control Report	12:30 Saturday	Disabled	Yes
Weekly Executable Detected Report	06:00 Saturday	Disabled	Yes
Weekly Fault Report	18:00 Saturday	Enabled	Yes
Weekly File Attributes Report	04:30 Sunday	Disabled	Yes
Weekly File Deletion Report	06:30 Saturday	Disabled	Yes
Weekly File Download Screening Report	14:00 Saturday	Disabled	Yes
Weekly File Retrieval Report	00:30 Sunday	Disabled	Yes
Weekly Folder Maintenance Report	22:30 Saturday	Disabled	Yes
Weekly Intrusion Protection - additions	21:00 Sunday	Disabled	Yes
Weekly Intrusion Protection - changes	20:30 Sunday	Disabled	Yes
Weekly Intrusion Protection - changes, add., del.	20:00 Sunday	Disabled	No
Weekly Intrusion Protection - default changes	18:30 Sunday	Disabled	Yes
Weekly Intrusion Protection - deletions	00:00 Monday	Disabled	Yes
Weekly Intrusion Protection Management Report	00:30 Monday	Enabled	Yes
Weekly Issues Report	07:30 Sunday	Disabled	Yes
Weekly Local Connectivity Issues Report	07:00 Sunday	Disabled	Yes
Weekly Logon failure Report	03:30 Sunday	Disabled	Yes
Weekly Mc Afee Virus Definition Dates Report	23:30 Sunday	Disabled	Yes
Weekly McAfee AutoUpdate Failure Report	03:00 Sunday	Disabled	Yes
Weekly McAfee Update Report	00:30 Saturday	Disabled	Yes
Weekly McAfee Virus Database and Program Update R	00:30 Saturday	Disabled	Yes
Weekly McAfee Virus DB and Prog Upd Not Installed	22:30 Sunday	Disabled	Yes
Weekly McAfee VirusScan Report	23:30 Saturday	Disabled	Yes
Weekly Memory Capacity Warning Report	17:30 Saturday	Disabled	Yes
Weekly Microsoft Access Error Report	10:30 Saturday	Disabled	Yes
Weekly Microsoft Excel Error Report	09:30 Saturday	Disabled	Yes
Weekly Microsoft Exchange Security Problems	16:00 Sunday	Disabled	Yes
Weekly Microsoft Internet Explorer Error Report	08:00 Saturday	Disabled	Yes
Weekly Microsoft Outlook Error Report	08:30 Saturday	Enabled	No
Weekly Microsoft Outlook Error Report - unfilterd	08:50 Saturday	Disabled	Yes
Weekly Microsoft Outlook Express Errors Report	11:00 Saturday	Disabled	Yes
Weekly Microsoft Powerpoint Error Report	10:00 Saturday	Disabled	Yes
Weekly Microsoft Word Error Report	09:00 Saturday	Disabled	Yes
Weekly Microsoft Word Error Report - unfiltered	09:10 Saturday	Disabled	Yes
Weekly MS Windows Event Log Report - filtered	10:30 Monday	Enabled	Yes
Weekly MS Word file name dialog boxes Report	13:00 Sunday	Disabled	Yes
Weekly Network Configuration Changes Report	12:00 Saturday	Disabled	Yes
Weekly Network Connectivity Failure Report	14:30 Sunday	Disabled	No
Weekly Network Packet Filtering Report	18:00 Sunday	Disabled	Yes
Weekly Norton Anti Virus Report	23:00 Saturday	Disabled	Yes
Weekly Password Lockout Resolution Event Report	15:00 Saturday	Disabled	Yes
Weekly Port Probe Detection Report	02:00 Sunday	Disabled	Yes
Weekly Print Job by Printer Report	10:00 Monday	Enabled	Yes
Weekly Print Queue Mon. and Probl. Resolution All	05:00 Sunday	Disabled	Yes

Name	When	State	Details
Weekly Print Queue Problems Resolved	16:30 Sunday	Disabled	Yes
Weekly Printer Addition / Removal Report	04:00 Saturday	Enabled	Yes
Weekly Printer Installation and Removal Report	02:30 Sunday	Disabled	Yes
Weekly Printer Operation Issues Report	08:00 Sunday	Disabled	Yes
Weekly Printing Issues Report	22:00 Saturday	Enabled	Yes
Weekly Process-Service Shutdown-Restart	17:30 Sunday	Disabled	Yes
Weekly Processor Utilization Report	01:00 Monday	Disabled	No
Weekly Program Execution Report	07:00 Saturday	Disabled	Yes
Weekly Registry Changes Report	11:30 Saturday	Disabled	Yes
Weekly Registry Protection Management Report	03:30 Monday	Disabled	Yes
Weekly Resource Issues Report	21:30 Saturday	Enabled	Yes
Weekly Scandisk Error Report	03:00 Saturday	Disabled	Yes
Weekly Scandisk Log Report	02:30 Saturday	Disabled	Yes
Weekly ScanDisk Report	17:00 Saturday	Disabled	Yes
Weekly Services Start Report	00:00 Sunday	Disabled	Yes
Weekly Software Installation Report	19:30 Saturday	Enabled	Yes
Weekly Software Removal Report	03:30 Saturday	Enabled	Yes
Weekly Software Update - Successful Report	03:30 Sunday	Disabled	Yes
Weekly Software Update - Unsuccessful Report	04:00 Sunday	Disabled	Yes
Weekly Software Update Installation Report	13:00 Saturday	Disabled	Yes
Weekly Start-up Control Report	19:00 Saturday	Enabled	No
Weekly Start-up Management Report	21:30 Sunday	Enabled	Yes
Weekly Symantec LiveUpdate Not Installed	22:00 Sunday	Disabled	Yes
Weekly Symantec LiveUpdate Report	00:00 Saturday	Disabled	Yes
Weekly Symantec Virus Definition Dates Report	23:00 Sunday	Disabled	Yes
Weekly System Clock Synchronization Report	04:30 Saturday	Disabled	Yes
Weekly System Date and Time Change Report	05:30 Saturday	Enabled	Yes
Weekly System Maintenance Failures Report	18:40 Saturday	Disabled	Yes
Weekly System Maintenance Failures Summary	18:50 Saturday	Enabled	No
Weekly System Maintenance Report	18:30 Saturday	Disabled	Yes
Weekly System Maintenance Summary Report	18:10 Saturday	Enabled	No
Weekly System Reboot Report	05:00 Saturday	Disabled	Yes
Weekly System Slow Clock Report	01:00 Saturday	Disabled	Yes
Weekly TCP-IP Connectivity Problem Report	08:30 Sunday	Disabled	Yes
Weekly TCP-IP Problem Report - Other	14:00 Sunday	Disabled	Yes
Weekly Trend Micro - Not Installed Report	06:30 Monday	Disabled	Yes
Weekly Trend Micro - VD - Failure to Retrieve	06:00 Monday	Disabled	Yes
Weekly Trend Micro - VD - Failure to Run	07:00 Monday	Disabled	Yes
Weekly Trend Micro - VD - Report	07:30 Monday	Disabled	Yes
Weekly Trend Micro Scan Report	04:30 Monday	Disabled	Yes
Weekly Trend Micro Virus Definition Dates Report	08:00 Monday	Disabled	Yes
Weekly Virus Control Report - eTrust EZ Antivirus	08:30 Monday	Disabled	Yes
Weekly Virus Control Report - McAfee VirusScan	06:00 Sunday	Disabled	Yes
Weekly Virus Control Report - Norton AntiVirus	01:00 Sunday	Disabled	Yes
Weekly Virus Control Report - Trend Micro	05:00 Monday	Disabled	Yes

Name	When	State	Details
Weekly Virus Management Report - CA eTrust	09:00 Monday	Disabled	Yes
Weekly Virus Management Report - McAfee VS	06:30 Sunday	Disabled	Yes
Weekly Virus Management Report - Norton AV	01:30 Sunday	Disabled	Yes
Weekly Virus Management Report - Trend Micro	05:30 Monday	Disabled	Yes
Weekly Windows Event Log Changes Report	14:30 Saturday	Disabled	Yes