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# **Automated Support Infrastructure Event Management User Guide**

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## Logging on

To access the ASI event log management facility 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 below). You are now ready to start using the ASI event log management facility.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Welcome

user: [hfn](#) [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 March 29, 2004

#### Event Management

- [ad-hoc query](#): create and run a one-time ad-hoc query based on a filter.
- [filters](#): manage query filters.
- [notifications](#): manage notifications.
- [console](#): view notifications.
- [reports](#): manage reports.

#### Asset Management

- [queries](#): manage and run queries.
- [console](#): manage assets.
- [changes](#): view changes to assets.
- [reports](#): manage reports.

#### Site Management

- [configuration](#)
- [updates](#)

#### Information Portal

- [event reports](#)
- [asset reports](#)
- [asset change reports](#)

#### Provisioning

- [products](#)
- [sites](#)
- [metering](#)
- [audit trail](#)

#### Tools

- [admin](#)
- [census](#)
- [help](#)

At the top right-hand corner of every page on the ASI server, under the navigation bar, you will find the 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 facility navigation

You can access event management modules by clicking on the links under the **Event Management** heading on the **Welcome** page (see above), or to the right of the events: label at the upper right-hand corner on any page on the ASI management server.

The event log management facility modules include:

- [ad-hoc query](#): create and run a one-time ad-hoc query based on a filter.
- [filters](#): manage query filters.
- [notifications](#): manage notifications.
- [console](#): view notifications
- [reports](#): manage reports.

## Site filtering

Directly under the user link on any page on the ASI server, you will find the link **site filter:** <off or on> [[set site filter](#)]. Clicking on this link will take you to the [Site Filter](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Site Filter

user: hfn [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 May 01, 2003

[\[ top | bottom | sites \]](#)

Site Filter: ☐ On ☒ Off

When the filter is on, only data from the sites checked below will be shown.

[\[check all\]](#) | [\[unchecked all\]](#)

☒ Corporate Ink

☒ HFN Development

[\[check all\]](#) | [\[unchecked all\]](#)

[\[ top | bottom | sites \]](#)

At the top of the page, right under the [Site Filter](#) header, and at the bottom of the [Site Filter](#) page, you will see three links to help you navigate the page:

- [[top](#) | [bottom](#) | [site filters](#)]

The site filter function accessed via the Site Filter page, lets users with access to multiple site dynamically select the sites whose information they want to access, or on which they want to perform problem resolution, system management or maintenance activities, at any one time.

The On and Off radio buttons let you quickly turn site filtering on and off without having to de-select the sites whose information you had previously chosen to view. The last site selection you made is retained so that if you want to go back to it all you need to do is turn site filtering on using the On radio button.

The [[check all](#) | [uncheck all](#)] links on the [Site Filter](#) page are self-explanatory. You can use the latter to quickly de-select sites chosen previously before making a new selection. The former is useful when you want to exclude only a few of the sites you have access. Selecting all sites with the [[check all](#)] button and then individually de-selecting the few you are not interested in is much easier and quicker than selecting all the sites whose information you want to access individually.

As stated above, site filtering lets you access event, asset and site information only for selected sites. This means that all queries, reports run on demand, site configuration and update activities, and census and asset information will cover only the sites you selected.

You should note that with regards to reports, on-demand execution refers to event reports configured with an immediate run time, and asset reports run using the [[run](#)] link to the left of an asset report entry on the [Asset Reports](#) page.

Regardless of whether site filtering is on or off, all scheduled notifications and reports will continue to cover the sites they were originally configured for. Site filtering for scheduled notifications and reports is handled in a different manner.

## Ad-hoc Event Query Form

Clicking on the [ad-hoc query](#) link under the **Event Management** heading on the [Welcome](#) page, or to the right of the events: label at the upper right-hand corner on any page on the ASI management server, will take you to the [Ad-hoc Event Query Form](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Ad-hoc Event Query Form

October 10, 2002  
User: hfn

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

"Configuration" changes	<a href="#">[Edit a Query Filter]</a>
Adapter changes	<a href="#">[Add a Query Filter]</a>
All except process start/end	
All except process start/end - dasag	
Application changes	

**Select Additional Search Criteria for Events:**

Customer:

Date/Time from:

Date/Time to:

Machine:

**Narrow Your Search (optional):**

Scrip number:

Type:

Executable:

Window Title:

Text:

**Select Display Options:**

Number of Results per Page:

Refresh Page Every (in minutes):

Please note that clicking on the [\[Edit a Query Filter\]](#) link to the right of the right of the **Event Queries** list will take you to the [Query Filters](#) page. It will not take you to the edit page for the query filter that you might have selected in the **Event Queries** list.

## Scrip number

Each Scrip (automated procedure) in the ASI, be it symptom detection, problem resolution or system management procedure, is identified by a number. The following table provides a one-line description for the Scrips currently implemented:

Scrip Number	Scrip Description	Detail
0	Client Internal Error Log	<a href="#">Detail</a>
6	Memory Statistics	<a href="#">Detail</a>

<b>Scrip Number</b>	<b>Scrip Description</b>	<b>Detail</b>
8	Orphaned Log File Sent as Attachment	<a href="#">Detail</a>
9	Scandisk Execution	<a href="#">Detail</a>
10	Scandisk dialog box creation	<a href="#">Detail</a>
12	Symantec Virus Definition Management	<a href="#">Detail</a>
13	Virus Scan Dialog Box Creation	<a href="#">Detail</a>
14	MS Internet Account Dialog Box Creation	<a href="#">Detail</a>
15	Anti Virus Scan Execution	<a href="#">Detail</a>
16	MS Internet Explorer History Folder Dialog Box Creation	<a href="#">Detail</a>
17	Executable Detected	<a href="#">Detail</a>
18	ASI Client Shut-down / Re-start	<a href="#">Detail</a>
19	Disk Defragmenter Execution (MS Windows 9x and Me)	<a href="#">Detail</a>
20	Disk Defragmenter Dialog Box Creation	<a href="#">Detail</a>
21	File / Folder Deletion Dialog Box Creation	<a href="#">Detail</a>
24	Silent.log Check	<a href="#">Detail</a>
26	Executable Usage Profiler	<a href="#">Detail</a>

<b>Scrip Number</b>	<b>Scrip Description</b>	<b>Detail</b>
27	System Start-up Environment Control	<a href="#">Detail</a>
38	Fault Detected	<a href="#">Detail</a>
42	Password Lockout Resolution	<a href="#">Detail</a>
43	ASI Client Tools	<a href="#">Detail</a>
45	Port Probe Detected	<a href="#">Detail</a>
46	Error Dialog Box Creation	<a href="#">Detail</a>
47	Warning Dialog Box Creation	<a href="#">Detail</a>
48	Information Dialog Box Creation	<a href="#">Detail</a>
49	Question Dialog Box Creation	<a href="#">Detail</a>
50	Process Creation Detected	<a href="#">Detail</a>
51	Process Completion Detected	<a href="#">Detail</a>
60	Clean Folders	<a href="#">Detail</a>
61	System Survey	<a href="#">Detail</a>
62	Scandisk Files Clean-up (MS Windows 9x and Me)	<a href="#">Detail</a>
63	ASI Client Start-up	<a href="#">Detail</a>



<b>Scrip Number</b>	<b>Scrip Description</b>	<b>Detail</b>
64	ASI Client Shut-down	<a href="#">Detail</a>
65	Traceback Information on Client Internal Error	<a href="#">Detail</a>
68	User Has Changed System Date and Time	<a href="#">Detail</a>
69	Chkdsk Files Clean-up (MS Windows NT4, 2000, XP, and Server 2003)	<a href="#">Detail</a>
70	Software Installation Detected Detected	<a href="#">Detail</a>
71	Software Removal Detected Detected	<a href="#">Detail</a>
72	Scandisk Log Produced at Start-up Found	<a href="#">Detail</a>
73	System Restart	<a href="#">Detail</a>
74	Printer Added / Removed	<a href="#">Detail</a>
76	Netscape Preferences Dialog Box Creation	<a href="#">Detail</a>
77	Windows Event Log Change Detected	<a href="#">Detail</a>
79	Eudora Mail Preferences Dialog Box Creation Detected	<a href="#">Detail</a>
80	Pegasus Mail Preferences Dialog Box Creation Detected	<a href="#">Detail</a>
84	Network Connectivity Status	<a href="#">Detail</a>
86	Synchronization of System Clock with Time Server	<a href="#">Detail</a>

<b>Scrip Number</b>	<b>Scrip Description</b>	<b>Detail</b>
87	Difference between System and Time Server Clock Exceeds Configured Threshold Since Last Checked Twelve Hours Ago	<a href="#">Detail</a>
88	Network Devices and Services Availability	<a href="#">Detail</a>
89	Scheduled Program Execution	<a href="#">Detail</a>
90	McAfee Virus Definition Management	<a href="#">Detail</a>
92	Disk Defragmenter Execution (MS Windows NT4 and 2000)	<a href="#">Detail</a>
93	Report Running Processes	<a href="#">Detail</a>
94	Dialog Box Creation	<a href="#">Detail</a>
95	Logical Disk Statistics	<a href="#">Detail</a>
96	Processor Statistics	<a href="#">Detail</a>
97	Physical Disk Statistics	<a href="#">Detail</a>
98	Network Statistics	<a href="#">Detail</a>
100	File Distribution and Retrieval	<a href="#">Detail</a>
101	Printer Installation and Removal	<a href="#">Detail</a>
164	Email Attachment Filtering Log	<a href="#">Detail</a>
165	File Download Filtering Log	<a href="#">Detail</a>

<b>Scrip Number</b>	<b>Scrip Description</b>	<b>Detail</b>
175	McAfee VirusScan Execution	<a href="#">Detail</a>
176	Service Restart (MS Windows NT4, 2000, XP, and Server 2003)	<a href="#">Detail</a>
177	Scrip Configuration Update	<a href="#">Detail</a>
188	Email Attachment Filtering	<a href="#">Detail</a>
189	File Download Filtering	<a href="#">Detail</a>
191	TCP/IP Connectivity Problem Management	<a href="#">Detail</a>
192	Program Execution Control	<a href="#">Detail</a>
196	Software Patch Application	<a href="#">Detail</a>
197	Network Configuration Change Detected	<a href="#">Detail</a>
199	Registry Change Detected	<a href="#">Detail</a>
201	Network Device Driver Management	<a href="#">Detail</a>
208	Software Update	<a href="#">Detail</a>
211	Disk Defragmenter Execution (MS Windows XP and Server 2003)	<a href="#">Detail</a>
212	Scheduled Program Execution	<a href="#">Detail</a>
213	Scheduled Program Execution	<a href="#">Detail</a>

<b>Scrip Number</b>	<b>Scrip Description</b>	<b>Detail</b>
214	Scheduled Program Execution	<a href="#">Detail</a>
215	Scheduled Program Execution	<a href="#">Detail</a>
216	Print Queue Problem Resolution	<a href="#">Detail</a>
217	Clean Folders	<a href="#">Detail</a>
218	Clean Folders	<a href="#">Detail</a>
219	Clean Folders	<a href="#">Detail</a>
220	Clean Folders	<a href="#">Detail</a>
221	Clean Folders	<a href="#">Detail</a>
222	Report File Attributes	<a href="#">Detail</a>
223	ASI Client Installation and Deployment	<a href="#">Detail</a>
225	Directory and File Change Detection and Prevention	<a href="#">Detail</a>
227	Process and Service Shutdown-Restart	<a href="#">Detail</a>
228	Network Packet Filtering	<a href="#">Detail</a>
229	Application Provisioning	<a href="#">Detail</a>
230	Application Metering	<a href="#">Detail</a>

Scrip Number	Scrip Description	Detail
231	Client Heartbeat	<a href="#">Detail</a>
232	Intrusion Protection Control	<a href="#">Detail</a>
233	System Start-up Environment Management	<a href="#">Detail</a>
236	On-demand Remote Control	<a href="#">Detail</a>
238	Symantec Anti Virus Definition Dates Log	<a href="#">Detail</a>
239	McAfee Anti Virus Definition Dates Log	<a href="#">Detail</a>
240	Intrusion Protection Management	<a href="#">Detail</a>

## Type

Type refers to the type of dialog box detected. Currently, the ASI detects four types of standard Microsoft Windows dialog boxes as separate events:

- Error
- Warning
- Information
- Question

These are the values that can be selected for this entry using the pull-down menu attached to the entry box.

However, we should note that Scrip 94 detects dialog boxes of the types listed above, and all others.

## Executable

ASI detects process start-up (creation) and completion for all processes executed on a user's system. Executable information is also captured when other events are detected, for example

application or system crashes. Using this entry, you can identify all occurrences of a specific executable (e.g. outlook.exe).

### Window Title

With this parameter, you can select dialog boxes by their title. This can be particularly useful for selecting important events (e.g. errors) generated by a specific application. For example, the query filter “MS Word errors” will look and return all instances of error dialog boxes generated by Microsoft Word.

### Text

You can use this entry for single keyword queries of all information logged by the ASI Client running on the end-user system, including window text content, messages detected, Fault types, task names, failed URL's (typically due to misspellings), file locations, name of processes, diagnostic reports, fault information, and detailed logs of the tasks performed by every Scrip.

### Query Filters

The ASI event log management facility lets you create and save query filters that you can re-use when querying the event log database. Once you add a query filter, you can select it by clicking on it in the box next to the Query Filters label in the [Ad-hoc Event Query Form](#) page.

You can select one query filter at a time or you can select multiple query filters by keeping the Ctrl key on your keyboard pressed while clicking on the query filters you want to select.

Executing a query with multiple query filters selected will retrieve events that meet the criteria of any of the selected query filters. In other words, it's equivalent to an “OR” operation over all the selected query filters.

To de-select a query filter, click on it while holding down the Ctrl key.

You can add query filters that you would like to save for future re-use by clicking on the Add a Query Filter link.

When you want to edit a query filter you click on the Edit a Query Filter link. This will take you to the [Query Filters](#) page.

Please refer to the ASI Event Log Management Query Filters document for a complete listing of query filters currently available.

You can access this document and download it by clicking on the [Query Filters Examples](#) hyperlink on the [Help Index](#) page or on the [some examples](#) link at the bottom of the [Add a Query Filter](#) page.

## Event Query Results

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
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 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Event Query Results

October 10, 2002  
User: hfn

Click on 'detail' button for complete information.  
 Click on column header to sort by column.  
 Or try a [New Query](#)

Events 1 through 26 (of 26)

←Previous

Next→

	<a href="#">customer</a>	<a href="#">servertime</a>	<a href="#">priority</a>	<a href="#">machine</a>	<a href="#">description</a>	<a href="#">type</a>	<a href="#">executable</a>	<a href="#">text</a>
<a href="#">Detail</a>	CompuWorks Systems	2002-10-10 09:24:22	7	dave	Fault Detected		URLMON.DLL	Access violation
<a href="#">Detail</a>	Central Catholic High School	2002-10-10 09:21:14	7	209	Fault Detected		clipbrd.exe	Access violation
<a href="#">Detail</a>	Health and Disability Working Group	2002-10-10 08:56:57	7	hdwg-12	Fault Detected		KERNEL32.DLL	Access violation
<a href="#">Detail</a>	Fall River	2002-10-10 08:43:02	7	dhs746	Fault Detected		OLEAUT32.DLL	Access violation
<a href="#">Detail</a>	Central Catholic High School	2002-10-10 08:30:22	7	505	Fault Detected		hpfsplsh.exe	Paging error
<a href="#">Detail</a>	Dynamics Research Corporation	2002-10-10 08:25:29	7	drca03473	Fault Detected		ntdll.dll	Access violation
<a href="#">Detail</a>	Central Catholic High School	2002-10-09 18:15:13	7	211a2	Fault Detected		AUTOPLAY.EXE	Access violation
<a href="#">Detail</a>	Central Catholic High School	2002-10-09 18:12:57	7	211a2	Fault Detected		AUTOPLAY.EXE	Access violation
<a href="#">Detail</a>	Central Catholic High School	2002-10-09 18:12:51	7	211a2	Fault Detected		AUTOPLAY.EXE	Access violation
<a href="#">Detail</a>	Computer Breakthrough	2002-10-09 17:40:01	7	saraht	Fault Detected		BONEDA~1.SCR	Access violation
<a href="#">Detail</a>	Skyline Connections	2002-10-09 17:19:22	7	gentesimple	Fault Detected		Wbhook32.dll	Access violation
<a href="#">Detail</a>	Dynamics Research Corporation	2002-10-09 16:58:32	7	drca03892	Fault Detected		wtrack.exe	Access violation
<a href="#">Detail</a>	Central Catholic High School	2002-10-09 16:32:04	7	211a2	Fault Detected		AUTOPLAY.EXE	Access violation
<a href="#">Detail</a>	Central Catholic High School	2002-10-09 16:31:09	7	211a2	Fault Detected		AUTOPLAY.EXE	Access violation
<a href="#">Detail</a>	Central Catholic High School	2002-10-09 14:05:54	7	505	Fault Detected		WGRADE32.EXE	Access violation
<a href="#">Detail</a>	Computer Breakthrough	2002-10-09 13:29:23	7	saraht	Fault Detected		BONEDA~1.SCR	Access violation
<a href="#">Detail</a>	Skyline Connections	2002-10-09 12:37:50	7	gentesimple	Fault Detected		Wbhook32.dll	Access violation
<a href="#">Detail</a>	Central Catholic High School	2002-10-09 12:28:35	7	g07	Fault Detected		mshtml.dll	Access violation
<a href="#">Detail</a>	Central Catholic High School	2002-10-09 12:19:45	7	g07	Fault Detected		mshtml.dll	Access violation
<a href="#">Detail</a>	Central Catholic High School	2002-10-09 11:15:59	7	g07	Fault Detected		mshtml.dll	Access violation

As the name suggests, the [Query Results](#) page reports the results of a query of the ASI event log database. As you can see from the page shown above only selected database fields are reported. Query results can be sorted based on any of the fields, except for the Text field, by clicking on the column header for each field displayed in the [Query Results](#) page. The default sorting order is by date descending (i.e. latest date first). Clicking on a column header a second time reverses the sort order.

We should also note that the date and time listed under the servertime column is the date and time taken from the server on which the event log management facility resides, i.e. the date and time at which the Scrip log was received by the server not the time at which the Scrip was executed on the user's system,.

Clicking on the Detail button will take you to the [Event Detail](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Event Detail

user: hfn [[log in as new user](#)]  
 site filter: on [[set site filter](#)]  
 December 11, 2003

Click 'back' on your browser to return to the query results or perform a [new query](#).  
 You can also [view a description of scrip 50](#) which provides more information about the fields on this page.  
 You may also see [events occurring about the same time](#) on this system, and its [asset information](#).

**Client time:** 2003-12-08 14:41:19  
**Server time:** 2003-12-11 23:02:52  
**Scrip number:** 50  
**Customer:** CBE Technologies  
**Machine:** carlsonb  
**UUID:**  
**Username:** SYSTEM  
**Client version:** 1.003.1256.BM  
**Priority:** 1  
**Description:** Process Creation Detected  
**Type:**  
**Path:** C:\Program Files\Online Backup\OLBackup.EXE  
**Executable:** OLBackup.EXE  
**Version:** 6.2.617  
**Size:** 2547778  
**ID:** 0  
**Window title:**  
**String 1:** Friday, December 13, 2002 07:12:28  
**Text 1:** -BO -S  
**Text 2:** 00000BA0  
**Text 3:**  
**Text 4:**

The content of each entry in the [Event Detail](#) page varies depending on the Scrip that was triggered by the event. Please refer to the [Event Detail](#) page help files for a description of each Scrip's detail page. You can access them directly from [Event Detail](#) page by clicking on the [view a description](#) hyperlink.

Clicking on the [events occurring about the same time](#) link will take you to a page that lists the events that took place on the system in question within an interval of +/- ten minutes.

Clicking on the [asset information](#) link will take you the [Asset Detail](#) page of the system whose ASI client reported the event.

Detail pages for the logs of Scrip 38 (Faults detection and reporting), Scrip 77 (MS Windows event log event detection and reporting and 94 (Dialog box detection and reporting) also contain a [knowledge base](#) link (see below). Clicking on it will take you to the Support Query Module (SQM). Please refer to the Automated Support Query Module User Guide, accessible through the [Help Index](#) page, for a detailed description of its capabilities and operation.



events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
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 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Event Detail

user: hfm [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 November 14, 2003

Click 'back' on your browser to return to the query results or perform a [new query](#).  
 You can also [view a description of scrip 94](#) which provides more information about the fields on this page.  
 You may also view results of [knowledge base](#) searches about the symptom reported by this event.  
 You may also see [events occurring about the same time](#) on this system, and its [asset information](#).

**Client time:** 2003-11-13 23:26:08  
**Server time:** 2003-11-13 23:54:10  
**Scrip number:** 94  
**Customer:** McConney Enterprises  
**Machine:** pavilion  
**UUID:**  
**Username:** Yasuhiro McConney  
**Client version:** 1.006.1669.BM  
**Priority:** 2  
**Description:** Dialog Box Creation  
**Type:**  
**Path:** C:\PROGRAM FILES\AIM95\AIM.EXE  
**Executable:** AIM.EXE  
**Version:**  
**Size:** 0  
**ID:** 0  
**Window title:** MissP223's Buddy List Window  
**String 1:**  
**Text 1:** Your away message is on  
 MissP223's Buddy List:  
 Prices delayed at least 15 min.  
**Text 2:**  
**Text 3:**  
**Text 4:**

---

## Query Filters

Clicking on the [filters](#) link at the top right-hand corner of any page on the event log management facility will take you to the [Query Filters](#) page.

At the top of the page, right under the [Query Filters](#) header, and at the bottom of the [Query Filters](#) page, (see figure below) you will see four links to help you navigate the page:

■ [ [top](#) | [bottom](#) | [add](#) | [filters](#) ]

You will find these links also at the bottom of the [Query Filters](#) page.

**events:** [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
**assets:** [queries](#) | [console](#) | [changes](#) | [reports](#)  
**sites:** [configuration](#) | [updates](#)  
**provisioning:** [products](#) | [sites](#) | [metering](#) | [audit](#)  
**information portal:** [event](#) | [asset](#) | [change](#) | [meter](#)  
**tools:** [admin](#) | [census](#) | [help](#)

## Event Query Filters

September 12, 2002  
User: hfn

[ [top](#) | [bottom](#) | [add](#) | [filters](#) ]

Action	Name	Filter String
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	"Configuration" changes	(text1 LIKE '%config%') AND ((text1 LIKE '%upd%' OR (text1 LIKE '%remov%' OR (text1 LIKE '%add%' OR (text1 LIKE '%delet%' OR (text1 LIKE '%creat%' OR (text1 LIKE '%nstal%' OR (text1 LIKE '%chang%')) AND scrip!=54 AND scrip!=59 AND scrip!=85 AND scrip!=83
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	Adapter changes	(text1 LIKE '%adapter%') AND ((text1 LIKE '%upd%' OR (text1 LIKE '%remov%' OR (text1 LIKE '%add%' OR (text1 LIKE '%delet%' OR (text1 LIKE '%creat%' OR (text1 LIKE '%nstal%' OR (text1 LIKE '%chang%')) AND scrip!=54 AND scrip!=59 AND scrip!=85 AND scrip!=83
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	All except process start/end	scrip != 50 AND scrip != 51
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	All except process start/end - dasag	scrip != 50 AND scrip != 51 AND machine = 'dasag'
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	Application changes	(text1 LIKE '%applicat%') AND ((text1 LIKE '%upd%' OR (text1 LIKE '%remov%' OR (text1 LIKE '%add%' OR (text1 LIKE '%delet%' OR (text1 LIKE '%creat%' OR (text1 LIKE '%nstal%' OR (text1 LIKE '%chang%')) AND scrip!=54 AND scrip!=59 AND scrip!=85 AND scrip!=83
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	Bar changes	(text1 LIKE '%bar %') AND ((text1 LIKE '%upd%' OR (text1 LIKE '%remov%' OR (text1 LIKE '%add%' OR (text1 LIKE '%delet%' OR (text1 LIKE '%creat%' OR (text1 LIKE '%nstal%' OR (text1 LIKE '%chang%')) AND scrip!=54 AND scrip!=59 AND scrip!=85 AND scrip!=83
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	CcMail execution event	((executable = 'wmail.exe') OR (executable = 'ccmail.exe') OR (executable = 'winmail.exe')) AND (scrip = 50)
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	Change properties - adapter, gateway	(text1 LIKE '%properties%') AND ((text1 LIKE '%adapter%' OR (text1 LIKE '%gateway%')) AND ((text1 LIKE '%chang%' OR (text1 LIKE '%defin%' OR (text1 LIKE '%update%' OR (text1 LIKE '%selec%' OR (text1 LIKE '%match%' OR (text1 LIKE '%set%'))

## Adding and Saving a Query Filter

To add a query filter you can click on the [add](#) link at the top of the [Query Filters](#) page, on the [\[Add a Query Filter\]](#) link on the [Ad-hoc Event Query Form](#) page, or on the [\[Add a Query Filter\]](#) link that can be found on the add, edit, or duplicate pages for notifications and reports.

Clicking on any of these links, will take you to the [Add a Query Filter](#) page as shown below.

### Add a Query Filter

September 17, 2002  
User: hfm

To add a query filter to your query page, enter the information below:

Name:

Query Filter:

```
{scrip = 88} AND {text2 LIKE '%tcp%'} AND {text2 LIKE '%,25,%'}
```

Global:

☒

Add

reset

Tip:

You can create advanced searches by writing conditional statements like this:

```
{#text# LIKE '%access%'} AND {#text# NOT LIKE '%microsoft access%'}
```

Where:

#text# -- represents the text in the database

Operators:

```
AND -- logical AND
OR -- logical OR
NOT -- negation operator used with LIKE
LIKE -- similar to '=' but you can use the wildcard character
= -- equal to (exact match--no wildcards!)
!= -- not equal to (exact match--no wildcards!)
```

The wildcard character is '\*'

Here are [some examples](#) of saved searches

The page is fairly self-explanatory. A few things to note are:

- The current limit to the name of a query filter is 50 characters including spaces. Query filter names can be changed.
- Privileged users can define a query filter 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 query filters that are global. Non-privileged users don't see the Global checkbox. Global query filters can be seen by all users with one exception: A user with a local query filters with the same name as a global query filters will see the local query filters instead of the "global" one. In general, a privileged user will create global query filters (the default setting) if he/she wants other users to be able to use the query filter. If he/she wants to create a query filter for administrative or testing purposes, he/she would create a local query filter.

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

- Ignore the two # signs bracketing the word text in the query filter example given on the page. Instead of #text# you should simply use the name of the fields of the database. They are:
  - clientsize
  - clienttime
  - clientversion
  - customer
  - description
  - executable
  - id
  - machine
  - path
  - priority
  - scrip
  - servertime
  - size
  - string1
  - string2
  - text1
  - text2
  - text3
  - text4
  - type
  - uuid
  - username

- version
- windowtitle
- In order to better check query syntax you might want to use any text editor or word processor to build a search and then copy and paste it into the Filter String box on the [Add a Query Filter](#) page once you are satisfied that query syntax is correct.

Clicking on the [some examples](#) hyperlink will take you to a page with sample [Query Filters](#) (See below). You can use these examples as starting points for your own searches by selecting the text representing any one query filter, copying it (CTRL+C or selecting Edit from the browser's menu bar and then Copy), and pasting it (CTRL+V or selecting Edit from the browser menu bar and Paste) into query filter text box to the right of Filter String on the [Add a Query Filter](#) page.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Saved Search Examples

The table below contains all the HandsFree Networks Web log database searches saved to date. This document is for your reference. It can also be used to edit current searches and add new ones.

Name	Search String
"Configuration" changes	(text1 LIKE '% config%') AND ((text1 LIKE '% upd%' OR (text1 LIKE '%remov%' OR (text1 LIKE '% add %') OR (text1 LIKE '%delet%') OR (text1 LIKE '%creat%') OR (text1 LIKE '%nstal%') OR (text1 LIKE '%chang%')) AND scrip!=54 AND scrip!=59 AND scrip!=85 AND scrip!=83
Adapter changes	(text1 LIKE '%adapter%' AND ((text1 LIKE '% upd%' OR (text1 LIKE '%remov%' OR (text1 LIKE '% add %') OR (text1 LIKE '%delet%') OR (text1 LIKE '%creat%') OR (text1 LIKE '%nstal%') OR (text1 LIKE '%chang%')) AND scrip!=54 AND scrip!=59 AND scrip!=85 AND scrip!=83
All except process start/end	scrip != 50 AND scrip != 51
Application changes	(text1 LIKE '%applicat%' AND ((text1 LIKE '% upd%' OR (text1 LIKE '%remov%' OR (text1 LIKE '% add %') OR (text1 LIKE '%delet%') OR (text1 LIKE '%creat%') OR (text1 LIKE '%nstal%') OR (text1 LIKE '%chang%')) AND scrip!=54 AND scrip!=59 AND scrip!=85 AND scrip!=83
Bar changes	(text1 LIKE '%bar %') AND ((text1 LIKE '% upd%' OR (text1 LIKE '%remov%' OR (text1 LIKE '% add %') OR (text1 LIKE '%delet%') OR (text1 LIKE '%creat%') OR (text1 LIKE '%nstal%') OR (text1 LIKE '%chang%')) AND scrip!=54 AND scrip!=59 AND scrip!=85 AND scrip!=83
Change properties - adapter, gateway	(text1 LIKE '%properties%' AND ((text1 LIKE '%adapter%' OR (text1 LIKE '%gateway%')) AND ((text1 LIKE '%chang%' OR (text1 LIKE '%defin%' OR (text1 LIKE '% update%' OR (text1 LIKE '%selec%' OR (text1 LIKE '%match%' OR (text1 LIKE '% set%'))
Change properties - application, file	(text1 LIKE '%properties%' AND ((text1 LIKE '%application%' OR (text1 LIKE '%file%')) AND ((text1 LIKE '%chang%' OR (text1 LIKE '%defin%' OR (text1 LIKE '% update%' OR (text1 LIKE '%selec%' OR (text1 LIKE '%match%' OR (text1 LIKE '% set%'))
Change properties - button, bar	(text1 LIKE '%properties%' AND ((text1 LIKE '%button%' OR (text1 LIKE '%bar%')) AND ((text1 LIKE '%chang%' OR (text1 LIKE '%defin%' OR (text1 LIKE '% update%' OR (text1 LIKE '%selec%' OR (text1 LIKE '%match%' OR (text1 LIKE '% set%'))
Change properties - modem, server	(text1 LIKE '%properties%' AND ((text1 LIKE '%modem%' OR (text1 LIKE '%server%')) AND ((text1 LIKE '%chang%' OR (text1 LIKE '%defin%' OR (text1 LIKE '% update%' OR (text1 LIKE '%selec%' OR (text1 LIKE '%match%' OR (text1 LIKE '% set%'))

Once you have entered query text into the box next to the Filter String label, pressing the Add button will take you to the [Query Filter Added](#) page as shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Query Filter Added

October 31, 2002  
User: hfn

You have submitted a Saved Search called **Scrip configuration update** which contains the text:

*(scrip = 177)*

Return to the [Search List](#) or Run a [Query](#).

The [Query Filter Added](#) page serves simply the role of confirming the operation just completed.

## Editing a Query Filter

Clicking on the [\[edit\]](#) link to the left of a query filter name will take you to the [Edit a Query Filter](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Edit A Query Filter

September 17, 2002  
User: hfn

To edit a query filter, modify the information below:

Name:

Search String:

Global: ☒

Tip: You can create advanced searches by writing conditional statements like this:

```
(#text# LIKE 'access*') AND (#text# NOT LIKE 'microsoft access*')
```

Where:

#text# -- represents the text in the database

Operators:

```
AND -- logical AND
OR  -- logical OR
NOT -- negation operator used with LIKE
LIKE -- similar to '=' but you can use the wildcard character
=    -- equal to (exact match--no wildcards!)
!=   -- not equal to (exact match--no wildcards!)
```

The wildcard character is '\*'

Here are [some examples](#) of saved searches

On this page, you can:

- Change the name of a query filter by simply typing on the text box to the right of Name.

- Edit a query filter by typing directly into the query text box to the right of Filter String.

Privileged users can change a global query filter into a local one by unchecking the Global checkbox, unless there are notifications and reports based on the global query filter. In this case, a privileged user cannot turn a global query filter into a local one. The Global checkbox on the [Edit a Query Filter](#) page is grayed out and the following phrase is displayed to the right of it: (This Query Filter must remain global because there are Notifications and Reports that rely on it.).

Non-privileged users don't see the Global checkbox. They can see and use global query filters. If they make any changes to a global query filter, a new local copy is created automatically, so that they never can directly edit a global query filter. In this way, non-privileged users have their own "personalized" copy of the query filter. If they don't change the name, the original global query filter won't show up in their list, only the local copy will. If they do change the name, they will see both the global and local query filters. If, at some point, they delete the local copy of a global query filter with the same name as a global query filter, the global query filter will reappear in the list on the [Query Filters](#) page.

Once you have finished editing the query, clicking on the Submit button below the query text box will take you to the [Query Filter Updated](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Query Filter Updated

September 25, 2002  
User: hfn

You have edited a Saved Search called **SMTP service not available** which contains the text:

```
(scrip = 88) AND (text2 LIKE '%tcp%') AND (text2 LIKE '%,25,%') AND (text2 LIKE '%mail.attbi.com%')
```

Return to the [Search List](#) or Run a [Query](#).

## Duplicating a Query Filter

In some instances, it may be useful to use a query filter as template for building other query filters that may differ from the template only in one or two parameters.

For example, you may want to create a query filter that retrieves connectivity issues only for one system. To do this, you would click on the [\[duplicate\]](#) hyperlink at the left of the Connectivity issues query filter. Doing this will take you to the [Duplicate a Query Filter](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Duplicate Query Filter

September 17, 2002  
User: hfn

Make any desired changes below, then click the submit button:

Name:

Search String:

Global: ☒

Tip: You can create advanced searches by writing conditional statements like this:

```
(#text# LIKE '%access%') AND (#text# NOT LIKE '%microsoft access%')
```

Where:

#text# -- represents the text in the database

Operators:

```
AND -- logical AND
OR -- logical OR
NOT -- negation operator used with LIKE
LIKE -- similar to '=' but you can use the wildcard character
= -- equal to (exact match--no wildcards!)
!= -- not equal to (exact match--no wildcards!)
```

The wildcard character is '\*'

Here are [some examples](#) of saved searches

In this case, you would add `machine = '<name of machine>'`, change the name of the query filter to reflect its modified content, and click on the Submit button. This will take you to the [Query Filter Duplicated](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Query Filter Duplicated

September 17, 2002  
User: hfn

You have edited a Saved Event Query called **DNS service not available - 198.6.1.1** which contains the text:

```
(scrip = 88) AND (text2 LIKE '%tcp,53%') AND (text2 LIKE '%198.6.1.1%')
```

Return to the [Event Filters List](#) or Run an [Ad-hoc Event Query](#).

## Deleting a Query Filter

On the [Query Filters](#) page you will also be able to delete query filters. Clicking on the Delete button to the left of any search name will take you to the [Delete a Query Filter](#) question page shown below.



events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Delete A Query Filter

September 17, 2002  
User: hfn

Do you really want to delete **DNS service not available - 198.6.1.1** which contains the string below?

`(scrip = 88) AND (text2 LIKE '%tcp,53%') AND (text2 LIKE '%198.6.1.1%')`

[\[Yes\]](#) [\[No\]](#)

Clicking on No, will take you back to the [Query Filters](#) page. Clicking on Yes will take you to the [Query Filter Deleted](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Query Filter Deleted

September 17, 2002  
User: hfn

Saved Event Query deleted.

Return to the [Event Filters List](#) or Run an [Ad-hoc Event Query](#).

A user cannot delete a query filter used by notification(s), or report(s), or one he/she did not create. In this way, we avoid inadvertent mistakes that would affect a large number of users. For example, if an attempt is made to delete a global query filter used by notification(s), or reports(s), the page show below will appear.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Delete A Query Filter

October 10, 2002  
User: hfn

**Connectivity issues** cannot be deleted because there are reports and notifications that rely on it.

Return to the [Search List](#) or Run a [Query](#).

## Notifications

The ASI event log management facility includes a powerful notification facility that lets you define notifications triggered whenever support or management events that you are interested in occur.

Clicking on the [notifications](#) hyperlink that you find on the upper right-hand corner of every page of the ASI event log management facility will take you to the [Event Notifications](#) page.

At the top of the page right under the [Event Notifications](#) header, and at the bottom of the [Event Notifications](#) page (see figure below) you will see four links to help you navigate the page:

- [ [top](#) | [bottom](#) | [add](#) | [notifications](#) ]

The [Event Notifications](#) page lists notifications currently available. The first section of the page, shown below, is fairly self-explanatory. However, three terms should be explained in some detail:

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Event Notifications

user: hfn [[log in as new user](#)]  
 site filter: on [[set site filter](#)]  
 June 19, 2003

1 Notification Priority Color Key 5  
 Highest Lowest

[ [top](#) | [bottom](#) | [add](#) | [notifications](#) ]

Action	Event Notification Name	Event Notification Trigger	Who Should be Notified	Priority	Trigger Execution Frequency
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	access denied - general Disabled	conn - access denied filters returns at least 1 hit every time it is run.		3	60 minutes
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	add-in not installed Disabled	Outlook error - add-in could not be installed returns at least 1 hit every time it is run.		3	60 minutes
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	Appl error Last run: 2003-06-19 21:08:01	Unexpected application errors returns at least 1 hit every time it is run.		3	60 minutes
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	ARCserve Db Eng error Disabled	ARCserve Database Engine - error returns at least 1 hit every time it is run.		3	60 minutes
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	ARCserve Jb Eng error Disabled	ARCserve Job Engine - error returns at least 1 hit every time it is run.		3	60 minutes
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	ARCserve Msg Eng error Disabled	ARCserve Message Engine - error returns at least 1 hit every time it is run.		3	60 minutes
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	ARCserve Tape Eng error Disabled	ARCserve Tape Engine - error returns at least 1 hit every time it is run.		3	60 minutes
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	ARCserveIT error Disabled	ARCserveIT - error returns at least 1 hit every time it is run.		3	60 minutes
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	ARCserveIT event Disabled	ARCserveIT - event returns at least 1 hit every time it is run.		3	60 minutes
<a href="#">[edit]</a> <a href="#">[duplicate]</a> <a href="#">[delete]</a>	attach block Disabled	Email attachment screening event returns at least 1 hit every time it is run.		4	24 hours

- **Event Notification Trigger** – This is the number of times an event needs to occur in order to trigger the notification. Every time the query filter used by a notification is run, the notification event tracking mechanism counts only instances of the event that occurred since the last time the query filter was executed.
- **Priority** – When adding a notification, you assign it a priority depending on the importance of the event it is triggered by. Priority values range between 1 (highest denoted by the color red) and 5 (lowest denoted by the color blue).
- **Trigger Execution Frequency** – This is the interval of time between executions of the query filter used to retrieve events tracked by a notification. Its possible values are 3, 5, 10, 20 minutes, one hour, one day, or one week.

If the query filter used to trigger a notification is deleted or replaced and the notification is not changed accordingly, the phrase "Last run ..." under the name of the notification, will be replaced by the word **"Invalidated"**.

If a notification is configured to ignore events reported by the ASI client on selected machines indefinitely, a phrase like the following will appear in the Event Notification Trigger entry for that notification: **"Excluding <machine name(s)> indefinitely."**

If a notification is configured to ignore events reported by the ASI client on selected machines for a finite period of time, a phrase like the following will appear in the Event Notification Trigger entry for that notification: **"Ignoring <machine name(s)> until <date>."**

## Adding and Saving a Notification

To add a notification, you click on the [add](#) link at the top of the [Event Notifications](#) page. Doing this will take you to the [Add a Notification](#) section of the [Event Notifications](#) page, shown below.

Add a Notification		
Name:	<input type="text"/>	Enter the name of this notification. The name can be up to 50 characters long and must not already have been used.
Saved Search:	"Configuration" changes <input type="button" value="v"/>	This is the saved search used to retrieve the events you want to be notified about. If the saved search you would like to run has not yet been created, you can <a href="#">add one</a> .
Email recipients:	<input type="text"/>	This should be a comma separated list of email addresses. If the notification is not supposed to send records of events retrieved via email (see Email option below), then an email message will be sent only in the event of an error.
Default email recipients:	<input type="button" value="Yes"/> <input type="button" value="No"/>	Add default email list members to the list of email recipients.
Frequency:	1 hour <input type="button" value="v"/>	This controls how often the saved search selected above should be executed.
Threshold:	<input type="text"/>	This is the minimum number of event log records retrieved by the saved search from one or more machines, within the time interval specified by the Frequency parameter, needed to trigger a notification. Defaults to 1 if not specified. A threshold of 0 will trigger a notification only if no event logs are retrieved.
Restricted:	<input type="button" value="No"/> <input type="button" value="Yes"/>	Enabling this option will trigger a notification whenever the number of events specified in the threshold parameter above, occurs on <b>one</b> machine. If set to zero, the notification will be triggered only if at least on one system no event is retrieved. If set to one, the notification will be no different from a non-restricted notification.
Priority:	3 <input type="button" value="v"/>	Priorities range from 1, highest, to 5, lowest. By default, event log records on the notification console are sorted by priority.
Expires in:	2 Weeks <input type="button" value="v"/>	This controls how long event log records retrieved by the notification should be displayed on the notification console. Notification records are automatically purged when they expire. Please note that notification records displayed on the console will lose their detail information if their associated log database event(s) are removed from the log database (e.g. when the log database is rolled over.)
Email:	<input type="button" value="No"/> <input type="button" value="Yes"/>	This controls whether or not notification record(s) should be sent via email. This option should be used with care to avoid flooding a recipient with email messages. It can be useful to highlight critical events, or if you need a permanent record of the event(s).
Console:	<input type="button" value="Yes"/> <input type="button" value="No"/>	This controls whether or not notification records should be posted on the notification console. Please note that you can enable both the Email and Console options.

Links:	<input type="checkbox"/> Yes	<i>This option controls whether or not notifications sent via e-mail should include links to event log details. Please note that it is applicable only to notifications sent via e-mail.</i>																																																												
Exclude:	<input type="text" value="03p2y"/> <input type="text" value="107"/> <input type="text" value="163bv01"/> <input type="text" value="207"/> <input type="text" value="208"/>	<i>The Exclude parameter lets you limit notification coverage to machines that may require special attention by excluding all others.</i>																																																												
Global:	<input type="checkbox"/>	<i>Can this notification be seen and used by everyone? Only privileged accounts can create or edit global notifications.</i>																																																												
Details:	<i>Select the content of the notification's detail section.</i> <table border="1"> <tr> <td>ALL:</td><td><input type="checkbox"/></td> <td>idx:</td><td><input type="checkbox"/></td> <td>scrip:</td><td><input type="checkbox"/></td> <td>entered:</td><td><input type="checkbox"/></td> <td>customer:</td><td><input checked="" type="checkbox"/></td> </tr> <tr> <td>machine:</td><td><input checked="" type="checkbox"/></td> <td>username:</td><td><input checked="" type="checkbox"/></td> <td>clientversion:</td><td><input type="checkbox"/></td> <td>clientsize:</td><td><input type="checkbox"/></td> <td>priority:</td><td><input type="checkbox"/></td> </tr> <tr> <td>description:</td><td><input checked="" type="checkbox"/></td> <td>type:</td><td><input type="checkbox"/></td> <td>path:</td><td><input type="checkbox"/></td> <td>executable:</td><td><input type="checkbox"/></td> <td>version:</td><td><input type="checkbox"/></td> </tr> <tr> <td>size:</td><td><input type="checkbox"/></td> <td>id:</td><td><input type="checkbox"/></td> <td>windowtitle:</td><td><input type="checkbox"/></td> <td>string1:</td><td><input type="checkbox"/></td> <td>string2:</td><td><input type="checkbox"/></td> </tr> <tr> <td>text1:</td><td><input type="checkbox"/></td> <td>text2:</td><td><input type="checkbox"/></td> <td>text3:</td><td><input type="checkbox"/></td> <td>text4:</td><td><input type="checkbox"/></td> <td>servertime:</td><td><input type="checkbox"/></td> </tr> <tr> <td>uuid:</td><td><input type="checkbox"/></td> <td colspan="8"></td> </tr> </table>		ALL:	<input type="checkbox"/>	idx:	<input type="checkbox"/>	scrip:	<input type="checkbox"/>	entered:	<input type="checkbox"/>	customer:	<input checked="" type="checkbox"/>	machine:	<input checked="" type="checkbox"/>	username:	<input checked="" type="checkbox"/>	clientversion:	<input type="checkbox"/>	clientsize:	<input type="checkbox"/>	priority:	<input type="checkbox"/>	description:	<input checked="" type="checkbox"/>	type:	<input type="checkbox"/>	path:	<input type="checkbox"/>	executable:	<input type="checkbox"/>	version:	<input type="checkbox"/>	size:	<input type="checkbox"/>	id:	<input type="checkbox"/>	windowtitle:	<input type="checkbox"/>	string1:	<input type="checkbox"/>	string2:	<input type="checkbox"/>	text1:	<input type="checkbox"/>	text2:	<input type="checkbox"/>	text3:	<input type="checkbox"/>	text4:	<input type="checkbox"/>	servertime:	<input type="checkbox"/>	uuid:	<input type="checkbox"/>								
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uuid:	<input type="checkbox"/>																																																													
<input type="button" value="Add"/> <input type="button" value="reset"/>																																																														

[ [top](#) | [bottom](#) | [add](#) | [notifications](#) ]

The main notification definition steps are:

- 1) Enter a notification name. It will appear in the notification message subject line. The header of a notification message has the format <number of times an event has occurred since the last time the query filter was executed> X <name of notification>. The name of the notification should be selected keeping in mind that when the notification message is sent to a pager, the header should appear on the display of the pager in its entirety. 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. Notification names cannot be longer than 50 characters. No duplicate names are allowed.
- 2) Select a query filter that will be used to retrieve the events you want to be notified about. If the query filter you would like to run has not yet been created, you can add one.
- 3) 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 notifications:

- Notif1: global, Email recipients = "global@foo.com", To default email recipients = Yes, Email = Yes
- Notif2: local to "user", Email recipients = "", To default email recipients = checked, Email = Yes
- Notif3: global, Email recipients = "global@foo.com", To default email recipients = Yes, Email = Yes
- Notif3: local to "user", Email recipients = "jim@bar.com", To default email recipients = Yes, Email = Yes

- Notif4: global, email recipients = "master @ foo.com", To default email recipients = No, Email = Yes

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

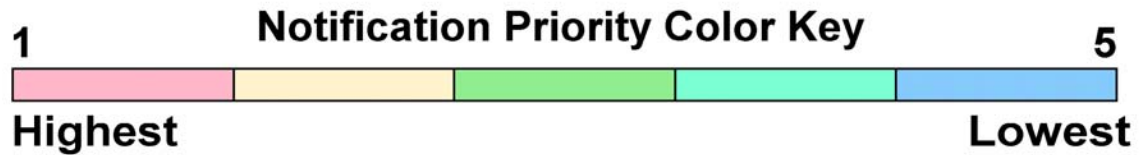
- "joe@bar.com"

Then when the notifications for "user" run:

- Event log records retrieved by Notif1 will go to global@foo.com and joe@bar.com
- Event log records retrieved by Notif2 will go to joe@bar.com
- Event log records retrieved by Notif3 will go to jim@bar.com and joe@bar.com
- Event log records retrieved by Notif4 will go to master@foo.com

**Note that because there is a copy of notif3 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 Notif3, 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 Notif3.**

- 4) Enter a value for the notification Threshold. This is the number of times an event needs to occur on **one or more machines** in order to trigger the notification. Every time the query filter used by a notification is run, the notification event tracking mechanism counts only instances of the event that occurred since the last time the query filter was executed. If the value of Threshold is set to 0, a notification will be triggered only if no event logs are retrieved from **all** systems, unless the Restricted parameter is enabled, as noted in 5) below.
- 5) Restricted lets you refine the threshold that will trigger a notification. When the Restricted parameter is enabled, the notification will be triggered only when the number of events specified in the threshold parameter described in 3) above, occurs on **one** machine. If Threshold is set to **0** and Restricted is enabled, a notification will be triggered only if no event logs are retrieved from one or more systems. . If Threshold is set to **1** and enabling Restricted will have no effect.
- 6) In the text box next to the Email recipients label, enter the e-mail addresses of the notification's recipients. When entering multiple recipients, e-mail addresses should be separated by a comma.
- 7) Next, you should enter a value for the notification Frequency. This is the interval of time between executions of the query filter used to retrieve events tracked by a notification. Its possible values are 3, 5, 10, 20 minutes, one hour, one day, or one week.
- 8) Notification Priority is entered next. Its values range between one, assigned to notifications that retrieve event log records with the highest priority, and five, assigned to low-priority log event records. By default, event log records on the [Notification Console](#) are sorted by priority. When displayed on the [Notification Console](#), notifications are also color coded based on their priority to make it easier to quickly identify the high priority ones. The key for event notification priority colors is:



- 9) Expiration date is the amount of time a event log records retrieved by a notification will be displayed on the [Notification Console](#). Its possible values are `never`, 1, 2, 3, or 4 weeks. Please note that notification records displayed on the console will lose their detail information if their associated log database event(s) are removed from the log database (e.g. when the log database is rolled over.)
- 10) Notification records can be posted on the [Notification Console](#), sent via e-mail, or both. You select the former option by clicking in the check box next to the label Email, the latter by clicking in the check box next to the label Console. The Email option should be used with care to avoid flooding a recipient with email messages. It can be useful to highlight critical events, or if you need a permanent record of the event(s).
- 11) The Links configuration parameter lets you exclude/include from an event notification links to the detail event logs of events retrieved by the notification. This configuration option lets you easily produce event notifications that you can distribute to your end-users without giving them access to your ASI server.
- 12) The Exclude parameter lets you select one ore more machines that a notification should not cover. In this way, you can limit notifications to machines that may require special attention. A machine included in the Exclude parameter list will not be covered by a notification until you take it off the list.
- 13) Privileged users can define a notification 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 notifications that are global. Non-privileged users don't see the Global checkbox. Global notifications can be seen by all users with one exception: A user with a local notification with the same name as a global notification will see the local notification instead of the "global" one. In general, a privileged user will create global notifications (the default setting) if he/she wants other users to be able to use the notification. If he/she wants to create a notification for administrative or testing purposes, he/she would create a local notification.

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

- 14) Select a notification's detail section content. It will consist of:
  - A link to the [Event Detail](#) page for the event either through a hyperlink, when the notification is sent via e-mail, or through a button labeled [Detail](#), when the notification is posted on the [Notification Console](#).

- The content of each field from the event database you select by clicking in the corresponding checkbox as shown in the figure below. Clicking in the ALL check box will automatically select all detail fields in an event log.

Details:

Select the content of the notification's detail section.

ALL:	<input type="checkbox"/>	idx:	<input type="checkbox"/>	scrip:	<input type="checkbox"/>	entered:	<input type="checkbox"/>	customer:	<input checked="" type="checkbox"/>
machine:	<input checked="" type="checkbox"/>	username:	<input checked="" type="checkbox"/>	clientversion:	<input type="checkbox"/>	clientsize:	<input type="checkbox"/>	priority:	<input type="checkbox"/>
description:	<input checked="" type="checkbox"/>	type:	<input type="checkbox"/>	path:	<input type="checkbox"/>	executable:	<input type="checkbox"/>	version:	<input type="checkbox"/>
size:	<input type="checkbox"/>	id:	<input type="checkbox"/>	windowtitle:	<input type="checkbox"/>	string1:	<input type="checkbox"/>	string2:	<input type="checkbox"/>
text1:	<input type="checkbox"/>	text2:	<input type="checkbox"/>	text3:	<input type="checkbox"/>	text4:	<input type="checkbox"/>	servertime:	<input type="checkbox"/>
uuid:	<input type="checkbox"/>								

Add

reset

[top](#) | [bottom](#) | [add](#) | [notifications](#)

Clicking on the Add button at the bottom of the [Add a Notification](#) section of the [Event Notifications](#) page, will save a new notification and take you to the [Notification Added](#) page shown below.

**events:** [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
**assets:** [queries](#) | [console](#) | [changes](#) | [reports](#)  
**sites:** [configuration](#) | [updates](#)  
**provisioning:** [products](#) | [sites](#) | [metering](#) | [audit](#)  
**information portal:** [event](#) | [asset](#) | [change](#) | [meter](#)  
**tools:** [admin](#) | [census](#) | [help](#)

## Notification Added

You have submitted a notification called **Faults - notebook2** which will run every 60 minutes, looking for saved search *Fault - notebook2* to happen at least 1 time. The results will be mailed to adonnini@handsfreenetworks.com.;It will enter records to the notification console. You have not designated this as a global notification; it will not be available to all users.

Return to the [Notifications List](#).

## Editing a Notification

Clicking on the [\[edit\]](#) hyperlink to the left of a notification's name will take you to the [Edit a Notification](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Edit a Notification

user: hfm [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 December 04, 2003

To edit your pre-defined notification, modify the information below:

<input type="button" value="Submit"/>		
Name:	<input type="text" value="Appl error"/>	Enter the name of this notification. The name can be up to 50 characters long and must not already have been used.
Sites:	<input checked="" type="radio"/> All Sites <input type="radio"/> Selected Sites	Select which sites to include.
Saved Search:	<input type="text" value="Unexpected application errors"/>	This is the saved search used to retrieve the events you want to be notified about. If the saved search you would like to run has not yet been created, you can <a href="#">add one</a> .
Email recipients:	<input type="text"/>	This should be a comma separated list of email addresses. If the notification is not supposed to send records of events retrieved via email (see Email option below), then an email message will be sent only in the event of an error.
Default email recipients:	<input type="button" value="Yes"/>	Add default email list members to the list of email recipients.
Frequency:	<input type="text" value="1 hour"/>	This controls how often the saved search selected above should be executed.
Threshold:	<input type="text" value="1"/>	This is the minimum number of event log records retrieved by the saved search from one or more machines, within the time interval specified by the Frequency parameter, needed to trigger a notification. Defaults to 1 if not specified. A threshold of 0 will trigger a notification only if no event logs are retrieved.
Restricted:	<input type="button" value="No"/>	Enabling this option will trigger a notification whenever the number of events specified in the threshold parameter above, occurs on <b>one</b> machine. This has no effect unless the threshold is set to two or greater.
Enabled:	<input type="button" value="Yes"/>	Disabled notifications are ignored and never run. If you don't need a notification any more, but think you might want to use it again some day, you can just disable it, instead of deleting it.
Priority:	<input type="text" value="3"/>	Priorities range from 1, highest, to 5, lowest. By default, event log records on the notification console are sorted by priority.



Expires in:	<input type="text" value="4 Weeks"/>	This controls how long event log records retrieved by the notification should be displayed on the notification console. Notification records are automatically purged when they expire. Please note that notification records displayed on the console will lose their detail information if their associated log database event(s) are removed from the log database (e.g. when the log database is rolled over.)																																																												
Email:	<input type="text" value="Yes"/>	This controls whether or not notification record(s) should be sent via email. This option should be used with care to avoid flooding a recipient with email messages. It can be useful to highlight critical events, or if you need a permanent record of the event(s).																																																												
Console:	<input type="text" value="Yes"/>	This controls whether or not notification records should be posted on the notification console. Please note that you can enable both the Email and Console options.																																																												
Links:	<input type="text" value="Yes"/>	This option controls whether or not notifications sent via e-mail should include links to event log details. Please note that it is applicable only to notifications sent via e-mail.																																																												
Exclude:	<input type="text" value="03p2y"/> <input type="text" value="107"/>	The Exclude parameter lets you limit notification coverage to machines that may require special attention by excluding all others.																																																												
Suspend:	<p>This parameter causes a notification to ignore events from one or more machines for a limited period of time. Suspension ends when the deadline specified in the "until" parameter, below, passes. The deadline should be later than the current time, and is expected to be in the format mm/dd/yy, mm/dd/yyyy, or mm/dd hh:mm. Deadlines fall at midnight unless otherwise specified.</p> <p>Note -- you must specify at least one machine and a future deadline in order for the suspension to have any effect.</p> <div> <input type="text" value="03p2y"/>  <input type="text" value="107"/>  <input type="text" value="163bv01"/> </div> until <input type="text"/>																																																													
Global:	<input checked="" type="checkbox"/>	Can this notification be seen and used by everyone? Only privileged accounts can create or edit global notifications.																																																												
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uuid:	<input type="checkbox"/>																																																													
<input type="button" value="Submit"/> <input type="button" value="reset"/>																																																														

Here, you can change all notification parameters, and also disable a notification. If you choose to disable a notification, once you return to the [Event Notifications](#) page the phrase "Last run ..." under the name of the notification, will be replaced by the word "Disabled".

On the [Edit a Notification](#) page, you can modify all of a notification's configuration parameters as defined in the [Add a Notification](#) section of the [Event Notifications](#) page. We described their use in the [Adding and Saving a Notification](#) section of this document.

Four of the parameters on the [Edit a Notification](#) page require additional explanation:

- The Sites parameter lets you select sites you want the notification to apply to. Clicking on the Selected Sites radio button will generate the [Select Sites...](#) link. Clicking on the [Select Sites...](#) link will cause the Site Selection pop-up window to appear on the screen (see below).

Update

[\[check all\]](#) | [\[uncheck all\]](#)

☒ Corporate Ink

☒ HFN Development

[\[check all\]](#) | [\[uncheck all\]](#)

Update

Here you select the sites whose events you want the notification to cover. Once you have completed the selection, clicking on the Done button will close the pop-up window, and you can continue editing the notification.

- The Exclude parameter lets you identify one or more machines that a notification should not cover. A machine included in the Exclude parameter list will not be covered by a notification until you take it off the list.
- With the Suspend until parameter you can temporarily suspend the coverage of a notification for one or more machines (by simply holding the `ctrl` key and clicking on all the machine names from which you want to suspend the notification) to a period of time starting from the current date and ending on the date entered (format `mm/dd/yy`, `mm/dd/yyyy`, or `mm/dd`).

The Exclude and Suspend until parameters are exclusive of each other when applied to the same machine(s). In this case, the Exclude parameter takes precedence and the Suspend until parameter becomes superfluous.

When applied to non-overlapping sets of machines, the Exclude and Suspend until parameters operate independently of each other and can be used simultaneously.

- Non-privileged users don't see the Global: checkbox. They can see and use global notifications. If they make any changes to a global notification, a new local copy is created automatically, so that they never can directly edit a global notification. In this way, non-privileged users have their own "personalized" copy of the notification. If they don't change the name, the original global notification won't show up in their list, only the local copy will. If they do change the name, they will see both the global and local notifications. If, at some point, they delete the local copy of a global notification with the same name as a global notification, the global notification will re-appear in the list on the [Event Notifications](#) page.

The Enabled option gives you a simple way to stop a notification without deleting it, in case you might need it again at some point in the future. Disabled notifications are ignored and never run.

Clicking on the Submit button on the [Edit a Notification](#) page will take you to the [Notification Updated](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
sites: [configuration](#) | [updates](#)  
provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
tools: [admin](#) | [census](#) | [help](#)

### Notification Updated

You have edited a Notification called **Faults - dasag**.

Return to the [Notifications List](#).

---

## Duplicating a Notification

To make the process of creating notifications easier and faster, you can use the duplicate feature.

For example, you might want to create connectivity issues notifications that are sent to different support technicians depending on the machine or client they originate from.

To do this, first you would create query filters to retrieve connectivity issues for individual systems or clients using the [Duplicate a Query Filter](#) facility described in the [Duplicating a Query Filter](#) section.

Then, you would click on the [\[duplicate\]](#) hyperlink at the left of the Connectivity issues notification. Doing this will take you to the [Duplicate a Notification](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Duplicate a Notification

user: hfn [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 December 04, 2003

Make any desired changes below, then click the submit button:

<input type="button" value="Submit"/>		
Name:	<input type="text" value="Copy of Appl error"/>	Enter the name of this notification. The name can be up to 50 characters long and must not already have been used.
Saved Search:	<input type="text" value="Unexpected application errors"/>	This is the saved search used to retrieve the events you want to be notified about. If the saved search you would like to run has not yet been created, you can <a href="#">add one</a> .
Email recipients:	<input type="text"/>	This should be a comma separated list of email addresses. If the notification is not supposed to send records of events retrieved via email (see Email option below), then an email message will be sent only in the event of an error.
Default email recipients:	<input checked="" type="checkbox" value="Yes"/>	Add default email list members to the list of email recipients.
Frequency:	<input type="text" value="1 hour"/>	This controls how often the saved search selected above should be executed.
Threshold:	<input type="text" value="1"/>	This is the minimum number of event log records retrieved by the saved search from one or more machines, within the time interval specified by the Frequency parameter, needed to trigger a notification. Defaults to 1 if not specified. A threshold of 0 will trigger a notification only if no event logs are retrieved.
Restricted:	<input checked="" type="checkbox" value="No"/>	Enabling this option will trigger a notification whenever the number of events specified in the threshold parameter above, occurs on <b>one</b> machine. This has no effect unless the threshold is set to two or greater.
Enabled:	<input checked="" type="checkbox" value="Yes"/>	Disabled notifications are ignored and never run. If you don't need a notification any more, but think you might want to use it again some day, you can just disable it, instead of deleting it.
Priority:	<input type="text" value="3"/>	Priorities range from 1, highest, to 5, lowest. By default, event log records on the notification console are sorted by priority.

Expires in:	<input type="text" value="4Weeks"/>	This controls how long event log records retrieved by the notification should be displayed on the notification console. Notification records are automatically purged when they expire. Please note that notification records displayed on the console will lose their detail information if their associated log database event(s) are removed from the log database (e.g. when the log database is rolled over.)																																																												
Email:	<input type="text" value="Yes"/>	This controls whether or not notification record(s) should be sent via email. This option should be used with care to avoid flooding a recipient with email messages. It can be useful to highlight critical events, or if you need a permanent record of the event(s).																																																												
Console:	<input type="text" value="Yes"/>	This controls whether or not notification records should be posted on the notification console. Please note that you can enable both the Email and Console options.																																																												
Links:	<input type="text" value="Yes"/>	This option controls whether or not notifications sent via e-mail should include links to event log details. Please note that it is applicable only to notifications sent via e-mail.																																																												
Exclude:	<input type="text" value="03p2y 107"/>	The Exclude parameter lets you limit notification coverage to machines that may require special attention by excluding all others.																																																												
Suspend:	<p>This parameter causes a notification to ignore events from one or more machines for a limited period of time. Suspension ends when the deadline specified in the "until" parameter, below, passes. The deadline should be later than the current time, and is expected to be in the format mm/dd/yy, mm/dd/yyyy, or mm/dd hh:mm. Deadlines fall at midnight unless otherwise specified.</p> <p>Note -- you must specify at least one machine and a future deadline in order for the suspension to have any effect.</p> <div> <input type="text" value="03p2y 107 163bv01"/> <input type="text" value="until"/> </div>																																																													
Global:	<input checked="" type="checkbox"/>	Can this notification be seen and used by everyone? Only privileged accounts can create or edit global notifications.																																																												
Details:	<p>Select the content of the notification's detail section.</p> <table border="1"> <tr> <td>ALL:</td><td><input type="checkbox"/></td> <td>idx:</td><td><input type="checkbox"/></td> <td>scrip:</td><td><input type="checkbox"/></td> <td>entered:</td><td><input type="checkbox"/></td> <td>customer:</td><td><input checked="" type="checkbox"/></td> </tr> <tr> <td>machine:</td><td><input checked="" type="checkbox"/></td> <td>username:</td><td><input checked="" type="checkbox"/></td> <td>clientversion:</td><td><input type="checkbox"/></td> <td>clientsize:</td><td><input type="checkbox"/></td> <td>priority:</td><td><input type="checkbox"/></td> </tr> <tr> <td>description:</td><td><input type="checkbox"/></td> <td>type:</td><td><input type="checkbox"/></td> <td>path:</td><td><input type="checkbox"/></td> <td>executable:</td><td><input type="checkbox"/></td> <td>version:</td><td><input type="checkbox"/></td> </tr> <tr> <td>size:</td><td><input type="checkbox"/></td> <td>id:</td><td><input type="checkbox"/></td> <td>windowtitle:</td><td><input type="checkbox"/></td> <td>string1:</td><td><input type="checkbox"/></td> <td>string2:</td><td><input type="checkbox"/></td> </tr> <tr> <td>text1:</td><td><input checked="" type="checkbox"/></td> <td>text2:</td><td><input type="checkbox"/></td> <td>text3:</td><td><input type="checkbox"/></td> <td>text4:</td><td><input type="checkbox"/></td> <td>servertime:</td><td><input type="checkbox"/></td> </tr> <tr> <td>uuid:</td><td><input type="checkbox"/></td> <td colspan="8"></td> </tr> </table>		ALL:	<input type="checkbox"/>	idx:	<input type="checkbox"/>	scrip:	<input type="checkbox"/>	entered:	<input type="checkbox"/>	customer:	<input checked="" type="checkbox"/>	machine:	<input checked="" type="checkbox"/>	username:	<input checked="" type="checkbox"/>	clientversion:	<input type="checkbox"/>	clientsize:	<input type="checkbox"/>	priority:	<input type="checkbox"/>	description:	<input type="checkbox"/>	type:	<input type="checkbox"/>	path:	<input type="checkbox"/>	executable:	<input type="checkbox"/>	version:	<input type="checkbox"/>	size:	<input type="checkbox"/>	id:	<input type="checkbox"/>	windowtitle:	<input type="checkbox"/>	string1:	<input type="checkbox"/>	string2:	<input type="checkbox"/>	text1:	<input checked="" type="checkbox"/>	text2:	<input type="checkbox"/>	text3:	<input type="checkbox"/>	text4:	<input type="checkbox"/>	servertime:	<input type="checkbox"/>	uuid:	<input type="checkbox"/>								
ALL:	<input type="checkbox"/>	idx:	<input type="checkbox"/>	scrip:	<input type="checkbox"/>	entered:	<input type="checkbox"/>	customer:	<input checked="" type="checkbox"/>																																																					
machine:	<input checked="" type="checkbox"/>	username:	<input checked="" type="checkbox"/>	clientversion:	<input type="checkbox"/>	clientsize:	<input type="checkbox"/>	priority:	<input type="checkbox"/>																																																					
description:	<input type="checkbox"/>	type:	<input type="checkbox"/>	path:	<input type="checkbox"/>	executable:	<input type="checkbox"/>	version:	<input type="checkbox"/>																																																					
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text1:	<input checked="" type="checkbox"/>	text2:	<input type="checkbox"/>	text3:	<input type="checkbox"/>	text4:	<input type="checkbox"/>	servertime:	<input type="checkbox"/>																																																					
uuid:	<input type="checkbox"/>																																																													
<input type="button" value="Submit"/> <input type="button" value="reset"/>																																																														

On the [Duplicate a Notification](#) page, you can modify all of a notification's configuration parameters as defined in the [Add a Notification](#) section of the [Event Notifications](#) page. We described their use in the [Adding and Saving a Notification](#) section.

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

At this point, you would be done and clicking on the Submit button will take you to the [Notification Duplicated](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Notification Duplicated

You have edited a Notification called **cfg chg**.

Return to the [Notifications List](#).

## Deleting a Notification

Clicking on the [\[delete\]](#) hyperlink under the **Action** heading, to the left of a notification's name, on the [Event Notifications](#) page will take you to the [Delete a Notification](#) question page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Delete a Notification

Do you really want to delete **test global search**?

[\[Yes\]](#) [\[No\]](#)

---

Clicking on No, will take you back to the [Event Notifications](#) page. Clicking on Yes will take you to the [Notification Deleted](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Notification Deleted

The Notification has been deleted.

Return to the [Notifications List](#).

---

A user cannot delete a notification that he/she did not create. In this way, we avoid inadvertent mistakes that would affect a large number of users. If an attempt is made to do this, the page shown below will appear.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Delete a Notification

**Connectivity issues** cannot be deleted because you did not create it.

Back to the [Notifications Page](#).

---

## Notification E-mail Message

A notification message generated by the ASI event notification facility has the following format:

<u>Message Element</u>	<u>Message Element Content</u>
Phrase stating the notification message triggering level and the requested interval between executions of the query filter used to look for the desired event.	You asked to be notified about at least 1 occurrence(s) of the following event within 60 minutes:
Query Filter Name:	e.g. Executable detected
Query Filter:	Query filter SQL query content e.g.(scrip = 17)
Number of times an event occurred	The following X event(s) occurred:
-----	
Event log detail information as selected when notification was defined or last edited	
Customer: (default)	e.g. Corporate Ink
Machine: (default)	e.g. realtree
Description: (default)	Content of description field in the log database record corresponding to the event reported  e.g. Executable has been detected
Text:	Content of relevant box from Scrip detail page, if any
Detail:	Link to Scrip detail page  <a href="http://nanoheal.org/hfn/detail.php3?sel_id=176269">http://nanoheal.org/hfn/detail.php3?sel_id=176269</a>
-----	
Actual time interval between the current and last executions of the query filter	The actual time interval over which the events were searched for is 1 hours, 0 minutes, and 57 seconds.

Below you will find the screen shot of a sample notification e-mail message.

Subject: 1 X: Outlook errors  
Date: Fri, 18 Jan 2002 18:46:01 -0500  
From: notify@handsfreenetworks.com  
To: adonnini@nanoheal.org

You asked to be notified about at least 1 occurrence(s) of the following event within 60 minutes:  
Saved Search Name: MS Outlook errors  
Saved Search Query: windowtitle = 'Microsoft Outlook' AND (type = 'Error' OR text1 LIKE '%problem%' OR text1 LIKE '%could not%' OR text1 LIKE '%cannot%' OR text1 LIKE '%unabl%' OR text1 LIKE '% corrupted%')

The following 1 event(s) occurred:

-----  
Customer: BuyIndies  
Machine: summer  
Description: Dialog Box Creation  
Text: Can't move the items. Special folders, including the Inbox, Contacts, Calendar, Notes, Tasks, and Journal folders, cannot be moved.

Detail: [http://nanoheal.org/hfn/detail.php3?sel\\_id=3216623](http://nanoheal.org/hfn/detail.php3?sel_id=3216623)  
-----

The actual time interval over which the events were searched for is 1 hours 0 minutes, and 59 seconds.

1

## Notification Console

As described in the preceding section, when defining a notification you have the option to have the event log records it retrieves displayed on the [Notification Console](#) shown below.



# AUTOMATED SUPPORT INFRASTRUCTURE EVENT LOG MANAGEMENT USER GUIDE

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 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
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 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Notification Console

user: hfn [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 April 18, 2003



Events 1 through 20 (of 20)  
 From Fri Apr 18 00:00:00 EDT 2003 to Sat Apr 19 00:00:00 EDT 2003

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	When	Priority	Name	Count	Expiration date	Site	Action
<a href="#">Detail</a>	04/18 14:06	2	Printing issues	1 event	05/02 14:06	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 12:04	2	Printing issues	1 event	05/02 12:04	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 11:03	2	Printing issues	12 events	05/02 11:03	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 10:02	2	Printing issues	2 events	05/02 10:02	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 09:01	2	Connectivity issues	1 event	05/09 09:01	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 07:00	2	Printing issues	6 events	05/02 07:00	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 14:06	3	startup exec	2 events	05/09 14:06	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 14:06	3	Appl error	1 event	05/16 14:06	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 13:05	3	Appl error	1 event	05/16 13:05	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 13:05	3	startup exec	1 event	05/09 13:05	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 12:04	3	Scandisk log	1 event	05/09 12:04	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 11:03	3	Appl error	1 event	05/16 11:03	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 09:01	3	Scandisk log	1 event	05/09 09:01	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 09:01	3	Appl error	1 event	05/16 09:01	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 07:00	3	win log	13 events	05/09 07:00	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
<a href="#">Detail</a>	04/18 06:04	3	net status	1 event	05/09 06:04	Corporate Ink	<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>

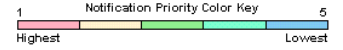
Clicking on the [data](#) link will take you to the part of the [Notification Console](#) page where the notifications are displayed.

When the Expand option is enabled, as in the figure below, you will see two [Detail](#) buttons.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
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 tools: [admin](#) | [census](#) | [help](#)

## Notification Console

user: hfn [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 April 18, 2003



Events 1 through 14 (of 14)  
 From Fri Apr 18 00:00:00 EDT 2003 to Sat Apr 19 00:00:00 EDT 2003

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	<a href="#">When</a>	<a href="#">Priority</a>	<a href="#">Name</a>	<a href="#">Count</a>	<a href="#">Expiration date</a>	<a href="#">Site</a>	<a href="#">Action</a>	
<a href="#">Detail</a>	04/18 14:06	3	startup exec	2 events	05/09 14:06	Corporate Ink	<a href="#">[edit]</a>	<a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
		<b>entered</b>	<b>customer</b>	<b>machine</b>	<b>username</b>	<b>text1</b>		
	<a href="#">Detail</a>	1050687819	Corporate Ink	olivia	olivia	Number of changes detected: 1		
	<a href="#">Detail</a>	1050687915	Corporate Ink	olivia	olivia	Number of changes detected: 1		
<a href="#">Detail</a>	04/18 14:06	3	Appl error	1 event	05/16 14:06	Corporate Ink	<a href="#">[edit]</a>	<a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
		<b>customer</b>	<b>machine</b>	<b>username</b>	<b>text1</b>			
	<a href="#">Detail</a>	Corporate Ink	node9	Jeffrey Berman	A Runtime Error has occurred. Do you wish to Debug?  Line: 68 Error: Object expected			
<a href="#">Detail</a>	04/18 13:05	3	Appl error	1 event	05/16 13:05	Corporate Ink	<a href="#">[edit]</a>	<a href="#">[delete]</a> <a href="#">[purge]</a> <a href="#">[suspend]</a>
		<b>customer</b>	<b>machine</b>	<b>username</b>	<b>text1</b>			
	<a href="#">Detail</a>	Corporate Ink	node9	Jeffrey Berman	A Runtime Error has occurred. Do you wish to Debug?  Line: 129 Error: Object expected			

Clicking on the first [Detail](#) button to the left of a notification's [When](#) entry will take you to the [Notification Console Details](#) page, shown below, where you will find a detailed description of all the events reported by a notification.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
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 tools: [admin](#) | [census](#) | [help](#)

## Notification Console Details

user: hfn [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 April 18, 2003

[Back to console](#)

**startup exec (2 events)**

id	11260	<a href="#">[Delete]</a>
priority	3	
name	startup exec	
username	hfn	
site	Corporate Ink	
nid	42	
servertime	Fri Apr 18 14:06:01 EDT 2003	
expire	Fri May 09 14:06:01 EDT 2003	
count	2	
event_list	2 events	
config	:entered:customer:machine:username:text1:	

**Event 1 of 2**

idx	184383
scrip	27
entered	Fri Apr 18 13:43:39 EDT 2003
customer	Corporate Ink
machine	olivia
username	olivia
clientversion	1.005.0444.BM
priority	1
description	System Start-up Executables Management
size	0
id	0
text1	Number of changes detected: 1
text4	Data: The following "run on start" program was disabled: wcmdmgr Data: Loaded from: Registry (Machine Run)
servertime	Fri Apr 18 13:43:43 EDT 2003

Clicking on the **Detail** button of a notification's expanded content event entry will take you to the [Event Detail](#) page for that event.

You have significant control over the [Notification Console](#) configuration. Clicking on the [control](#) link will take you to the configuration area at the bottom of the [Notification Console](#) page shown below.

[<Previous](#)[Next>](#)[\[ top | bottom | control | data \]](#)

Start:	<input type="text"/>	Date should be mm/dd or mm/dd/yy or mm/dd/yyyy. Time is optional and should be hh:mm or hh:mm:ss. Time is midnight unless otherwise specified
End:	<input type="text"/>	Ending time should be later than starting time. Defaults to midnight tonight if not specified.
Days:	<input type="text" value="Today (Wednesday 01/16)"/>	Selects all records from the specified start time until midnight tonight. This is only used when the date range above is invalid or unspecified.
Sort:	<input type="text" value="Priority"/>	Specifies which column to sort by.
Order:	<input type="text" value="Ascending"/>	Specifies order of sorting.
Expand:	<input type="text" value="Yes"/>	Turns on the expanded display, which includes the event list details.
Rowsize:	<input type="text" value="20"/>	Controls how many rows to display at once. Smaller is better when viewing expanded details.
Refresh:	<input type="text" value="never"/>	How often to refresh screen (in minutes).
<input type="button" value="submit"/> <input type="button" value="reset"/>		

[\[ top | bottom | control | data \]](#)

Here is a brief explanation of the notification console configuration parameters and their use:

- Using the Start and End parameters, you have the option to define the span of time for which you want event log records retrieved by notifications displayed. Starting and ending dates should be expressed mm/dd or mm/dd/yy or mm/dd/yyyy. Time is optional and should be hh:mm or hh:mm:ss. Time is midnight unless otherwise specified. Ending time should be later than starting time. It defaults to midnight tonight if not specified.

Alternatively, using the Days parameter you can select the number of past days for which you want notifications displayed ending on the current day at midnight. In this way you can display notifications for up to three weeks in the past in daily increments. Possible values for the Days parameter are today, yesterday, 2, 3, 4, 5, 6 days, one week, 8, 9, or 10 days.

- The Sort and Order parameters allow you to specify which column variable to use as a sorting parameter, and the sorting order respectively. By default, notification entries on the [Notification Console](#) are sorted in descending order of priority.
- Enabling the Expand option will mean that the event log records retrieved by each notification will also be displayed together with the detail fields selected when the notification was defined.
- Rowsize refers to the number of notification entries displayed per page on the [Notification Console](#). Notification detail rows are not included in the Rowsize count. Possible values are 5, 10, 15, 20, 25, 50, 75, 100, or 150 rows.
- With the Refresh parameter, you control how often the [Notification Console](#) page is refreshed. Possible values are 1, 5, 10, or 15 minutes.

In addition to modifying the notification console configuration parameters in the control area of the [Notification Console](#), for each notification record displayed on the console you can take four actions:

[\[edit\]](#) [\[delete\]](#) [\[purge\]](#) [\[suspend\]](#)

Clicking on the [\[edit\]](#) link will take to the [Edit Console Notification](#) page shown below. Here you can change:

- The priority of a notification
- The expiration date of a notification's records on the notification console
- The detail fields displayed for each event log record retrieved by a notification.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
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 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Edit Console Notification

id	6112
priority	5
name	Scandisk log
username	hfn
nid	19
servertime	Tue Jan 22 08:37:01 2002 EST
expire	Tue Feb 12 08:37:01 2002 EST
count	1
event_list	1 events

There are 21 notification events like this one.

Priority:

Expires in:

ALL:	<input type="checkbox"/>	idx:	<input type="checkbox"/>	scrip:	<input type="checkbox"/>	entered:	<input type="checkbox"/>	customer:	<input checked="" type="checkbox"/>
machine:	<input checked="" type="checkbox"/>	username:	<input type="checkbox"/>	clientversion:	<input type="checkbox"/>	clientsize:	<input type="checkbox"/>	priority:	<input type="checkbox"/>
description:	<input type="checkbox"/>	type:	<input type="checkbox"/>	path:	<input type="checkbox"/>	executable:	<input type="checkbox"/>	version:	<input type="checkbox"/>
size:	<input type="checkbox"/>	id:	<input type="checkbox"/>	windowtitle:	<input type="checkbox"/>	string1:	<input type="checkbox"/>	string2:	<input type="checkbox"/>
text1:	<input type="checkbox"/>	text2:	<input type="checkbox"/>	text3:	<input type="checkbox"/>	text4:	<input type="checkbox"/>	servertime:	<input type="checkbox"/>

[Back to console.](#)

Clicking on the [\[delete\]](#) link will take you to the [Confirm Delete](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
sites: [configuration](#) | [updates](#)  
provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
tools: [admin](#) | [census](#) | [help](#)

### Confirm Delete

id	1842
priority	5
name	client start-up
username	hfn
nid	86
servertime	Tue Jan 01 10:12:01 2002 EST
expire	Tue Jan 22 10:12:01 2002 EST
count	1
event_list	1 events

Do you really want to delete this record?

[\[Yes\]](#) [\[No\]](#)

---

Here, clicking on [\[Yes\]](#) will take you to the [Notification Console Record Deleted](#) page shown below. Clicking on [\[No\]](#) will take you back to the [Notification Console](#) page.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
sites: [configuration](#) | [updates](#)  
provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
tools: [admin](#) | [census](#) | [help](#)

### Notification Console Record Deleted

Record deleted successfully.

[Back to console.](#)

---

Clicking on the [\[purge\]](#) link will take you to the [Confirm Purge](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
sites: [configuration](#) | [updates](#)  
provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
tools: [admin](#) | [census](#) | [help](#)

### Confirm Purge

There are 123 notification events of type *client start-up*.  
Do you really want to delete all 123 of them?

[\[Yes\]](#) [\[No\]](#)

---

Here, clicking on [\[Yes\]](#) will take you to the [Notification Console Records Purged](#) page shown below. Clicking on [\[No\]](#) will take you back to the [Notification Console](#) page.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Notification Console Records Purged

363 record(s) deleted successfully.

[Back to console.](#)

Clicking on the [\[suspend\]](#) link will take you to one of the **Confirm Suspend** pages shown below. The choice of page depends on whether the notification has already been suspended or not from one ore more of the machines you want to suspend it from, and for how long.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Confirm Suspend

id	4342
priority	3
name	NAV
username	hfn
nid	5
servertime	Wed Jan 16 03:25:02 2002 EST
expire	Wed Jan 23 03:25:02 2002 EST
count	8
event_list	8 events
machines	node1,node10,node11,node12,node3,node5,node8,telecommuter1

This notification will be suspended from node1, node10, node11, node12, node3, node5, node8, telecommuter1 until 1/24.

Would you like to proceed with the suspension?

[\[Yes\]](#) [\[No\]](#) [\[Edit\]](#)

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
sites: [configuration](#) | [updates](#)  
provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
tools: [admin](#) | [census](#) | [help](#)

### Confirm Suspend

id	4717
priority	2
name	net status
username	hfn
nid	96
servertime	Wed Jan 16 14:33:06 2002 EST
expire	Wed Feb 06 14:33:06 2002 EST
count	2
event_list	2 events
machines	telecommuter1

This notification is already suspended from dasag until 1/24.

There will be no change to the suspension from dasag.

Notification will also be suspended from telecommuter1 until 1/24.

Would you like to proceed with the suspension?

[\[Yes\]](#) [\[No\]](#) [\[Edit\]](#)

---

Clicking on [\[Yes\]](#) in a **Confirm Suspend** page will take you to the **Console Record Suspended** page shown below. Clicking on [\[No\]](#) will take you back to the **Notification Console** page. Clicking on [\[Edit\]](#) will take you to the **Edit a Notification** page for the notification you are trying to suspend

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
sites: [configuration](#) | [updates](#)  
provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
tools: [admin](#) | [census](#) | [help](#)

### Notification Suspended

Updated global notification **User changed date.**

Date: Sat Jan 12 00:00:00 2002 EST

List: telecommuter1

[Back to console.](#)

---

When a user tries to suspend a notification that has been deleted or has been created by another user (e.g. an attempt by a non-privileged user to suspend a global notification created by a privileged user) by clicking on the [\[suspend\]](#) link, the version of the **Confirm Suspend** page shown below will appear.



events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Confirm Suspend

id	4430
priority	2
name	Connectivity issues
username	etg
nid	21
servertime	Wed Jan 16 07:51:00 2002 EST
expire	Wed Feb 06 07:51:00 2002 EST
count	2
event_list	2 events
machines	go

Notification 21 is missing or does not belong to you.

## Reports

Clicking on the [reports](#) link at the upper right-hand corner of any of the ASI event log management facility pages, will take you to the [Reports](#) facility.

Please refer to the ASI Event Log Management Report Module User Guide, accessible through the [Help Index](#) page, for a detailed description of its capabilities and operation.

## Admin

You can reach the [Admin](#) page by clicking on the [admin](#) link under the **Tools** heading on the [Welcome](#) page, or at the upper right-hand corner on any page on the ASI server.

At the top of the page right under the [Admin](#) header, and at the bottom of the [Admin](#) page, privileged users will see seven links to help navigate the page, and perform administrative tasks:

- [ [top](#) | [bottom](#) | [users](#) | [sites](#) | [update](#) | [new user](#) | [new site](#) ]

The document “*Adding a New User and Site to the Automated Support Infrastructure (ASI) Server*” describes in detail the administrative functions privileged users can perform by logging onto the [Admin](#) page. The rest of this section describes the administrative functions non-privilege users can perform when logged onto the [Admin](#) page. At the top of the page right under the [Admin](#) header, and at the bottom of the [Admin](#) page, (see figure below), privileged users will see five links to help navigate the page, and perform administrative tasks:

- [ [top](#) | [bottom](#) | [users](#) | [sites](#) | [update](#) ]

On the [Admin](#) page a non-privileged user can:

- View settings for his/her account

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
sites: [configuration](#) | [updates](#)  
provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
tools: [admin](#) | [census](#) | [help](#)

## Admin

March 16, 2003  
User: corpink [[Log in as new user](#)]

[ [top](#) | [bottom](#) | [users](#) | [sites](#) | [update](#) ]

corpink user profile

Name	Sites	Privileges	Notifications Default Email Recipients	Reports Default Email Recipients
corpink	Corporate Ink	(none)		

- View the list of sites you can access with his/her user id.

Sites accessible by user corpink

Site Name	Active
Corporate Ink	Yes

- Modify notifications and reports default e-mail recipients.

Update User	
Notifications default email recipients:	<input type="text"/> <small>Enter all the recipients' e-mail addresses separated by commas.</small>
Reports default email recipients:	<input type="text" value="edonnini@handsfreenetworks.com"/> <small>Enter all the recipients' e-mail addresses separated by commas.</small>
<input type="button" value="update"/> <input type="button" value="reset"/>	

[ [top](#) | [bottom](#) | [users](#) | [sites](#) | [update](#) ]

Clicking on the  button, in the **Update User** section of the [Admin](#) page will take the user to the [Updating User](#) page shown below.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
sites: [configuration](#) | [updates](#)  
provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
tools: [admin](#) | [census](#) | [help](#)

## Updating User

March 16, 2003  
User: corpink [[Log in as new user](#)]

User **corpink** updated.

## Census

The ASI census module provides a complete listing of sites the currently logged in user has access to, and of all systems at these sites where the ASI client is installed. Site count, per site, and total system counts are also provided.

You can access the [Census - Sites](#) page (See figure below) by clicking on the [census](#) link under the **Tools** heading on the [Welcome](#) page, or at the upper right-hand corner on any page on the ASI server.

At the top of the [Census - Sites](#) page under the title, and right after the table listing the sites you have access to, you will see three links to help you navigate the page:

■ [ [top](#) | [bottom](#) | [sites](#) ]

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Census - Sites

user: hfm [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 April 07, 2004

[ [top](#) | [bottom](#) | [sites](#) ]

Total	
Sites:	8
Machines:	27

Action	Site Name	Number of Machines
<a href="#">[machines]</a> <a href="#">[delete]</a>	CommandAbility	1 machine
<a href="#">[machines]</a> <a href="#">[delete]</a>	Eric's House	1 machine
<a href="#">[machines]</a> <a href="#">[delete]</a>	HFN Amherst	5 machines
<a href="#">[machines]</a> <a href="#">[delete]</a>	HFN Lab	7 machines
<a href="#">[machines]</a> <a href="#">[delete]</a>	HFN Max	6 machines
<a href="#">[machines]</a> <a href="#">[delete]</a>	McConney Enterprises	4 machines
<a href="#">[machines]</a> <a href="#">[delete]</a>	pvmc	2 machines
<a href="#">[machines]</a> <a href="#">[delete]</a>	Viking Roofing	1 machine

[ [top](#) | [bottom](#) | [sites](#) ]

Entries in the table listing sites on the [Sites - Census](#) page can be sorted by any of the column headers, [Site Name](#), and [Number of Machines](#). Simply click on the header. Clicking once will sort the entries in ascending order, twice in descending order.

## Census actions - sites

On the [Census - Sites](#) page, you can perform a number of actions on a site by clicking on one of the links listed in the **Action** column for a site's entry.

### Machines

Clicking on the [\[machines\]](#) link in the action column for a site's entry in the [Census - Sites](#) page, will take you to the [Census - <Site Name> Machines](#) page (See figure below).

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### Census - HFN Lab Machines

user: hfn [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 April 07, 2004

[ [top](#) | [bottom](#) | [sites](#) ]

Total	
Sites:	1
Machines:	7

Action	Machine	Latest Event Log
<a href="#">[event]</a> <a href="#">[asset]</a> <a href="#">[delete]</a>	cingular	03/23 15:24:03
<a href="#">[event]</a> <a href="#">[delete]</a>	clementine	03/23 15:00:04
<a href="#">[event]</a> <a href="#">[delete]</a>	coorslight	03/23 15:24:52
<a href="#">[event]</a> <a href="#">[delete]</a>	hfn2000	03/23 15:35:15
<a href="#">[event]</a> <a href="#">[delete]</a>	speedracer	03/23 15:03:37
<a href="#">[event]</a> <a href="#">[delete]</a>	target	03/23 15:00:06
<a href="#">[event]</a> <a href="#">[delete]</a>	walmart	03/23 15:00:37

[ [top](#) | [bottom](#) | [sites](#) ]

### Delete

Clicking on the [\[delete\]](#) link in the action column for a site's entry in the [Census - Sites](#) page, will take you to the [Census - Delete <Site Name>](#) (See figure below).

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Census - Delete Corporate Ink

user: hfm [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 April 11, 2004

Please confirm removal of site **Corporate Ink**.

These are your choices:

[Stop](#): This will return to the census page without changing anything.  
 Probably a good idea unless you are sure.

[Delete](#): This will remove the site from the census table only.  
 This has no effect on any other tables.

[Expunge](#): This will remove the site from the census and also  
 from all other tables. This is irreversible. Not recommended  
 for casual use.

Clicking on [Stop](#): will take you back to the [Census - Sites](#) page.

Clicking on [Delete](#):, will remove the record for the site whose [\[delete\]](#) link you clicked on only  
 from the census database, and will take you to the [Census - <Site Name> Deleted](#)  
 page (See figure below).

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Census - Dormant Deleted

user: hfm [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 April 11, 2004

[ [top](#) | [bottom](#) | [sites](#) ]

Site **Dormant** been removed.

Back to [census](#).

[ [top](#) | [bottom](#) | [sites](#) ]

Clicking on [Expunge](#):, will remove the information for the site whose [\[delete\]](#) link you clicked  
 on from the events, census, configuration, updates, and asset databases, and take you to the  
[Census - <Site Name> Expunged](#) page (See figure below).

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Census - Alaska Expunged

user: hfn [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 April 11, 2004

[ [top](#) | [bottom](#) | [sites](#) ]

5 records removed from database siteman.

2148 records removed from database event.

16 records removed from database provision.

Site **Alaska** been removed.

Back to [census](#).

[ [top](#) | [bottom](#) | [sites](#) ]

---

Clicking on the [census](#) link on the [Census - <Site Name> Deleted](#), or [Census - <Site Name> Expunged](#) pages will take you back to the [Census - Sites](#) page.

### Census actions – systems

On the [Census - <Site Name> Machines](#) page (See figure below), you can perform a number of actions on a system by clicking on one of the links listed in the **Action** column for a system's entry.

At the top of the [Census - <Site Name> Machines](#) page under the title, and right after the table listing the sites you have access to, you will see three links to help you navigate the page:

- [ [top](#) | [bottom](#) | [sites](#) ]

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
sites: [configuration](#) | [updates](#)  
provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
tools: [admin](#) | [census](#) | [help](#)

## Census - HFN Lab Machines

user: hfn ([log in as new user](#))  
site filter: off ([set site filter](#))  
April 07, 2004

[ [top](#) | [bottom](#) | [sites](#) ]

Total
Sites: 1
Machines: 7

Action	Machine	Latest Event Log
<a href="#">[event]</a> <a href="#">[asset]</a> <a href="#">[delete]</a>	cingular	03/23 15:24:03
<a href="#">[event]</a> <a href="#">[delete]</a>	clementine	03/23 15:00:04
<a href="#">[event]</a> <a href="#">[delete]</a>	coorslight	03/23 15:24:52
<a href="#">[event]</a> <a href="#">[delete]</a>	hfn2000	03/23 15:35:15
<a href="#">[event]</a> <a href="#">[delete]</a>	speedracer	03/23 15:03:37
<a href="#">[event]</a> <a href="#">[delete]</a>	target	03/23 15:00:06
<a href="#">[event]</a> <a href="#">[delete]</a>	walmart	03/23 15:00:37

[ [top](#) | [bottom](#) | [sites](#) ]

## Event

Clicking on the [\[event\]](#) link in the action column of a system's entry, will take you to that system's most recent event logs.

## Asset

Clicking on the [\[asset\]](#) link in the action column of a system's entry, will take you to that system's asset detail information.

Please note that if a system's asset information is not available on the ASI server, either because it was deleted, or because it has not yet been uploaded to the asset database on the ASI server by the ASI client on that system, there will be no [\[asset\]](#) link for that system's entry.

## Delete

Clicking on the [\[delete\]](#) link in the action column of a system's entry in the [Census - <Site Name> Machines](#) page, will take you to the [Census - Delete Machine](#) page (See figure below).

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Census - Delete Machine

user: hfn [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 April 11, 2004

Please confirm removal of machine **telecommuter2** from **Corporate Ink**.

These are your choices:

[Stop](#): This will return to the census page without changing anything.  
 Probably a good idea unless you are sure.

[Delete](#): This will remove the current machine from the census table only.  
 This has no effect on any other tables.

[Expunge](#): This will remove the machine from the census and also  
 from all other tables. This is irreversible. Not recommended  
 for casual use.

Clicking on [Stop](#): , will take you back to the [Census - <Site Name> Machines](#) page.

Clicking on [Delete](#):, will remove the record for the system whose [\[delete\]](#) link you clicked on  
 only from the census database, and will take you to the [Census – Machine Deleted](#) page  
 (See figure below).

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Census - Machine Deleted

user: hfn [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 April 11, 2004

[ [top](#) | [bottom](#) | [sites](#) ]

Machine **telecommuter2** has been removed from **Corporate Ink**.

Back to [census](#).

[ [top](#) | [bottom](#) | [sites](#) ]

Clicking on [Expunge](#):, will remove the information for the system whose [\[delete\]](#) link you  
 clicked on from the events, census, configuration, updates, and asset databases, and take you  
 to the [Census - Machine Expunged](#) page (See figure below).



events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

## Census - Machine Expunged

user: hfn [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 April 11, 2004

[ [top](#) | [bottom](#) | [sites](#) ]

6083 records removed from database asset.

735 records removed from database siteman.

1 record removed from database swupdate.

158 records removed from database provision.

Machine **telecommuter1** has been removed from **Corporate Ink**.

Back to [census](#).

[ [top](#) | [bottom](#) | [sites](#) ]

Clicking on the [census](#) link on the [Census - Machine Deleted](#), or [Census - Machine Expunged](#) pages will take you back to the [Census - Sites](#) page.

### Important note about machine and site deletion

Please note that deleting information about a system or a site from the ASI census module does not delete that system's or site's information from the ASI asset database, updates, or census modules. You can delete information about a system or site from all modules and databases, in two ways:

- Access the ASI configuration, updates, asset, and census modules, and delete a system's or site's information from each of them individually, or
- Access the ASI census module and use the site **expunge** action that will delete a system's or site's information from all databases at once

Please note that deletion of a system's or site's information from the ASI configuration, updates or census modules, or the asset database does not delete that system's or site's event logs from the ASI client on that system.

In order to delete event logs from the ASI events database you have to access it directly.

### A note about site and system record creation

If you do not create a site record in the ASI administration module for a site where the ASI client is installed, the first time the ASI client from that site logs an event to the ASI event database, a record for that site, and each of the systems at that site where the ASI client is installed and running (when they log an event to the ASI event database) will be created in the ASI event database.

When the record for a system/site is deleted from one of the ASI modules, e.g. the configuration module, it will be recreated in that ASI module the first time the ASI client from a system at the deleted site, or the ASI client from the deleted system contacts that ASI module.

If a system/site is deleted from all ASI modules, it will be recreated in each ASI module the first time the ASI client from a system at the deleted site, or the ASI client from the deleted system contacts that ASI module.

The exception to the above are the ASI administration and census modules. Here, the record for deleted system/site will be recreated the first time the ASI client from a system at the deleted site, or the ASI client from the deleted system logs an event onto the ASI event database.

## Help system

The ASI help function is implemented as a two-level system. You can reach the [Help Index](#) page, shown below, by clicking on the [help](#) link under the **Tools** heading on the [Welcome](#) page, or to the right of the **tools:** label on the upper right-hand corner on any page on the ASI server.

events: [ad-hoc query](#) | [filters](#) | [notifications](#) | [console](#) | [reports](#)  
 assets: [queries](#) | [console](#) | [changes](#) | [reports](#)  
 sites: [configuration](#) | [updates](#)  
 provisioning: [products](#) | [sites](#) | [metering](#) | [audit](#)  
 information portal: [event](#) | [asset](#) | [change](#) | [meter](#)  
 tools: [admin](#) | [census](#) | [help](#)

### 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

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 User Guide](#) will take you to a copy of this ASI event management 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 Scripts 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.