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

## TABLE OF CONTENTS

<b>INTRODUCTION.....</b>	<b>3</b>
<b>LOGGING ON.....</b>	<b>3</b>
<b>SITE MANAGEMENT NAVIGATION.....</b>	<b>4</b>
<b>CONFIGURATION.....</b>	<b>5</b>
SITES.....	5
Delete site.....	6
Important note about site deletion.....	8
MACHINES.....	8
Scrip configurator.....	10
Delete machine.....	15
Important note about machine deletion.....	16
SCRIP CONFIGURATION UPDATE IN PRACTICE.....	16
EXPORT GLOBAL SCRIP CONFIGURATIONS.....	18
Export configuration control panel.....	20
Donor system information.....	20
Site and Scrip selection detail.....	20
<b>UPDATES.....</b>	<b>22</b>
OVERVIEW.....	22
How you use it.....	22
Important Note.....	23
How it works.....	24
SITES.....	25
Updating a site.....	26
Updating multiple sites.....	27
Deleting a site.....	28
Important note about site deletion.....	29
MACHINES.....	29
Deleting a machine entry.....	31
Important note about machine deletion.....	31
VERSIONS.....	32
Adding a version record.....	32
Note on ASI client installer command line switches.....	34
Adding a version record using the copy action.....	36
Updating a version entry.....	37
Deleting a version record.....	39
<b>A NOTE ABOUT SITE AND SYSTEM RECORD CREATION.....</b>	<b>40</b>
<b>HELP SYSTEM.....</b>	<b>41</b>

## Introduction

The Automated Support Infrastructure (ASI) site management facility was designed to achieve three main goals:

- 1) Let users configure one, a subset, or all systems at any of their sites through a single browser based interface.

The ASI site management facility could be located on the server that also houses other ASI server facilities. It can be reached from any location with Internet access.

Server based Scrip configuration gives users the flexibility to manage a site from anywhere without requiring direct access to the site, minimizing the need to be on site to perform system maintenance, management, and support tasks.

However, users still have the option to configure Scripts when on site by directly accessing the ASI client on any one system at the site.

- 2) Automate the ASI client software and Scrip update process.

Using this automated mechanism, ASI clients at any and every supported site will periodically contact ASI site management (on a user defined schedule as frequently as once per minute, or on demand) to see if there is a software or Scrip database update. If one is available, any one of the ASI clients will download it, install it, and automatically propagate it to all other systems at the site where the ASI client is installed.

We should note here that the ASI client software and Scrip update process does not consume a significant amount of bandwidth or processing power. The transaction that checks if an update is available is very small. If this transaction finds that an update is available, then the ASI Client initiates the more complex and bigger transaction to download the update.

In addition, although every ASI Client on a user network could, and is able to, initiate the update transaction, only selected ones need to do so (as chosen by the user), although which one may vary from time to time.

- 3) Ensure that the automated mechanism for Scrip configuration and software update distribution be secure.

All requests for software updates and configuration changes are initiated by the ASI client. Periodically, ASI clients at a site contact ASI site management to see if any Scrip configuration, or software updates are available. In this way, all risks of a third party "pushing" content into a site, or even trying to connect to a site are avoided as all communication is initiated by the site.

In addition, all transactions between ASI clients and ASI site management are SSL encrypted.

## Logging on

To access the ASI site 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 site 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: hfm ([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](#)

## Site management navigation

You can access site management modules by clicking on the links under the **Site Management** heading on the **Welcome** page (See figure above), or to the right of the sites: label at the upper right-hand corner on any page on the ASI site management facility.

The site management facility has a two-tier structure matching site management activities. The first tier consists of the two main activities in site management:

- [configuration](#) for configuring Scripts at end-user sites
- [updates](#) for updating ASI client software and Scripts at end-user sites

The second tier consists of the tasks performed within each area of activity. You access the second tier by clicking on the [configuration](#) or [updates](#) links.

## Configuration

### Sites

Clicking on the [configuration](#) link under the **Site Management** heading on the **Welcome** page, or to the right of the sites: label at the upper right-hand corner on any page on the ASI event management facility, will take you to the **Configuration - Sites** page of the configuration module of the ASI site management facility, shown below.

Once you access the configuration module of the ASI site management facility, a second level navigation bar, whose content varies depending on the task you are performing, appears on the page. For example:

- configuration: [sites](#) | [machines](#)

## Configuration - Sites

configuration: [sites](#) | [machines](#)

user: hfm [[log in as new user](#)]  
site filter: off [[set site filter](#)]  
April 25, 2004

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

Total	
Sites:	6
Machines:	18

Action	Site Name	Number of Machines
<a href="#">[view machines]</a> <a href="#">[export]</a> <a href="#">[delete]</a>	CommandAbility	1
<a href="#">[view machines]</a> <a href="#">[export]</a> <a href="#">[delete]</a>	HFN Amherst	4
<a href="#">[view machines]</a> <a href="#">[export]</a> <a href="#">[delete]</a>	HFN Lab	7
<a href="#">[view machines]</a> <a href="#">[export]</a> <a href="#">[delete]</a>	McConney Enterprises	3
<a href="#">[view machines]</a> <a href="#">[export]</a> <a href="#">[delete]</a>	pvmc	2
<a href="#">[view machines]</a> <a href="#">[export]</a> <a href="#">[delete]</a>	Viking Roofing	1

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

At the top of the page, right under the Configuration - Sites page header, and at the bottom of the Configuration - Sites page, you will see four links to help you navigate the page:

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

Clicking on the [sites](#) navigation link will take you to the Configuration – Sites page.

Clicking on the [\[view machines\]](#) link to the left of a site's name, will take you to a site's Configuration - <Site Name> Machines page (See [Machines](#) section).

Clicking on the [\[export\]](#) link to the left of a site's name on the Configuration - Sites page, will take you to the Export Global Scrip Configurations page (See [Export global Scrip configuration](#) section).

### Delete site

Clicking on the [\[delete\]](#) link to the left of a site's name on the Configuration - Sites page, will take you to the Delete Site page (See figure below).

## Delete Site

configuration: [sites](#) | [machines](#)

Friday, January 17, 2003 08:46:34  
User: hfn

This will remove all the site specific values from the site administration database, including all of its associated machines and all of their local and global variables, as well as any pending updates.

Delete site HFN Amherst?

[Yes, delete it.](#)

[No, don't do anything.](#)

---

Clicking on the [Yes, delete it.](#) link, will remove all the site specific Scrip configuration values from the site administration database for the site being administered, including all of its local variables, local overrides, and pending updates.

If this site is still being managed and supported with ASI, the next time a system from this site contacts ASI site management, its site administration database will be automatically populated as follows:

- All of the global Scrip variables belonging to the site will be recreated
- All of the local Scrip variables belonging to the contacting system will be recreated
- However, local Scrip variables belonging to any other systems at the site will not be recreated until the next time they contact ASI site management

After a site's Scrip configuration information is deleted the **Delete Site** confirmation page shown below is displayed.

## Delete Site

configuration: [sites](#) | [machines](#)

Friday, January 17, 2003 08:49:49  
User: hfn

Site HFN Amherst has been removed from the database.

---

Clicking on the [No, don't do anything](#) link on the **Delete Site** page, will take you back to the **Configuration - Sites** page.

## Important note about site deletion

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

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

Please note that deletion of a site's record from the ASI configuration, updates or census modules, or the asset database does not delete the event logs from the ASI clients on systems at that site.

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

## Machines

Clicking on the [machines](#) link on the second level navigation bar, next to the configuration label, will take you to the **Select a Site** 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](#)

Select a Site

configuration: [sites](#) | [machines](#)  
user: hfm [[log in as new user](#)]  
site filter: off [[set site filter](#)]  
June 12, 2003

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

You must choose a site before you can specify a machine.

Action	Site Name	Number of machines
<a href="#">[view machines]</a> <a href="#">[export]</a> <a href="#">[delete]</a>	Corporate Ink	19 machines
<a href="#">[view machines]</a> <a href="#">[export]</a> <a href="#">[delete]</a>	HFN Development	1 machine

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

Once on the **Select a Site** page, clicking on the [\[view machines\]](#) link to the left of a site's name, will take you to that site's **<Site Name> Machines** page (see below).

You can also get to a site's **<Site Name> Machines** page by clicking on the [\[view machines\]](#) link to the left of a site's name on the **Configuration - Sites** page.



## Configuration - HFN Amherst Machines

configuration: [sites](#) | [machines](#)

user: hfn [[log in as new user](#)]  
site filter: off [[set site filter](#)]  
April 25, 2004

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

Total	
Sites:	1
Machines:	4

Action	Machine	Last Contact	Changed
<a href="#">[configure Scripts]</a> <a href="#">[export]</a> <a href="#">[delete]</a>	caterpillar	04/25 11:50:13	No
<a href="#">[configure Scripts]</a> <a href="#">[export]</a> <a href="#">[delete]</a>	friendlys	04/25 11:50:01	No
<a href="#">[configure Scripts]</a> <a href="#">[export]</a> <a href="#">[delete]</a>	mcdonalds	04/25 11:50:13	No
<a href="#">[configure Scripts]</a> <a href="#">[export]</a> <a href="#">[delete]</a>	tide	04/25 11:50:52	No

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

At the top of the page, right under the Configuration - <Site Name> Machines header, and at the bottom of a site's Configuration - <Site Name> Machines page, you will see five links to help you navigate the page:

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

Clicking on the [sites](#) navigation link will take you to the Configuration – Sites page.

On the Configuration - <Site Name> Machines page, you will find a site's systems listed by system name in ascending alphabetical order. You can sort the list also by Last Contact by simply clicking on the corresponding column header. Clicking once will sort in ascending order, twice in descending order. For each system, you will see the following information:

- NetBIOS name
- Last Contact. This is the last time that a system contacted the site administration facility
- Changed. The value in this entry tells you if there is Scrip configuration pending on the ASI site management facility, which the ASI client will retrieve the next time it contacts the ASI site management facility.

Clicking on the [\[export\]](#) link to the left of a machine's name on the Configuration - <Site Name> Machines page, will take you to the Export Global Scrip Configurations page (see [Export global Scrip configuration](#) section).

## Scrip configurator

Clicking on the [\[configure Scripts\]](#) link to the left of a system's name on the Configuration - <Site Name> Machines page, will take you to its Scrip configuration page, titled Scrip Configurator (see below), listing all the Scripts that can be configured on that system in ascending order by Scrip number.

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](#)

### Scrip Configurator

configuration: [sites](#) | [machines](#) | [scrips](#) | [help](#)

version: 1.006.0281.BM  
 machine: dazag  
 user: kfo [log in as new user]  
 site filter: off [set site filter]  
 June 17, 2003

Click on a Scrip name or number to configure it.  
 Please click on the "Help" link for important notes on configuring Scripts.

1	<a href="#">Client Auto Update</a>
3	<a href="#">Post-init Triggering Set-up</a>
4	<a href="#">Queued Mail Sent - Part 1</a>
5	<a href="#">Administration Log Scheduler</a>
6	<a href="#">Memory Statistics</a>
7	<a href="#">Log File Deleted</a>
8	<a href="#">Orphaned Log File Found and Sent as an Attachment</a>
9	<a href="#">Scandisk Execution</a>
11	<a href="#">Log Files Deleted</a>
12	<a href="#">Symantec Virus Definition Management</a>
14	<a href="#">MS Internet Account Dialog Box Creation</a>
15	<a href="#">Norton Anti Virus Scan Execution</a>
16	<a href="#">MS Internet Explorer History Folder Dialog Box Creation</a>
17	<a href="#">Executable Detected</a>
18	<a href="#">Client Shut-down / Re-start</a>
19	<a href="#">Disk Defragmenter Execution (MS Windows 9x and Me)</a>
21	<a href="#">File / Folder Deletion Dialog Box Creation</a>
22	<a href="#">Send Queued Asset Logs</a>
23	<a href="#">Send Queued Event Logs</a>
24	<a href="#">Send installation/upgrade logs</a>
25	<a href="#">Client Dialog Box Creation</a>

The second level navigation bar on the Scrip Configurator page changes to:

■ **configuration:** [sites](#) | [machines](#) | [scrips](#) | [help](#)

Clicking on the [sites](#) link on the second navigation bar will take you back to the Configuration - Sites page.

Clicking on the [machines](#) link on the second navigation bar will take you to the Configuration - <Site Name> Machines page the system whose Scrip Configurator page you are viewing belongs to.

Clicking on the [help](#) link on the second navigation bar will open the Automated Support Infrastructure Scrip Configuration Navigation and General Operation help page in a new browser window.

The entry for a Scrip on the [Scrip Configurator](#) page consists of the Scrip number accompanied by a one-line description of the Scrip. Clicking on a Scrip's description will take you to that Scrip's configuration 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](#)

## Scrip 27 - System Start-up Environment Control

configuration: [sites](#) | [machines](#) | [scrips](#) | [help](#) | [continue](#)

version: 1.008.1599.BM  
 machine: caterpillar  
 user: hfm [[log in as new user](#)]  
 site filter: off [[set site filter](#)]  
 April 25, 2004

Submit Changes

Local?	Description	Value	List all
<input type="radio"/> Local <input checked="" type="radio"/> Global	Scrip enabled	<input checked="" type="checkbox"/>	<a href="#">List all</a>
<input type="radio"/> Local <input checked="" type="radio"/> Global	User interface enabled	<input type="checkbox"/>	<a href="#">List all</a>
<input type="radio"/> Local <input checked="" type="radio"/> Global	Do not allow the addition of startup items	<input type="checkbox"/>	<a href="#">List all</a>
<input type="radio"/> Local <input checked="" type="radio"/> Global	Do not allow the removal of startup items	<input type="checkbox"/>	<a href="#">List all</a>
<input type="radio"/> Local <input checked="" type="radio"/> Global	Do not allow the addition of system update operations	<input type="checkbox"/>	<a href="#">List all</a>
<input type="radio"/> Local <input checked="" type="radio"/> Global	Disable rather than delete added startup items	<input type="checkbox"/>	<a href="#">List all</a>
<input type="radio"/> Local <input checked="" type="radio"/> Global	Disable rather than delete added system update operations	<input type="checkbox"/>	<a href="#">List all</a>

Submit Changes

The second level navigation bar on a Scrip's configuration page changes to:

- configuration: [sites](#) | [machines](#) | [scrips](#) | [help](#) | [continue](#)

For any Scrip, the configuration page has the same basic structure. A table with four columns:

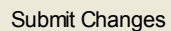
- **Local?** – Should the configuration parameter value be applied only to the currently accessed device (Local) or to all the devices on the local network (Global)?
- **Description** – The name of the configuration parameter
- **Value** – Checked/unchecked or text depending on the configuration parameter
- **List all** – For each Scrip configuration parameter provides a link to a table listing the value of that parameter for each system where the Automated Support Infrastructure

client is installed and running, and whether that value is local to that system or global, for all systems.

Clicking on the [help](#) link on second level navigation bar of a Scrip's configuration page will open its configuration help file in a new browser window. Here, you will find details about each configuration parameter, and information instructions on how to configure the Scrip.

Please note that when you change a variable from local to global its value will automatically change to the global value. For example, suppose a Scrip is enabled on system A on a sub-net and disabled on all others. If you change the enable/disable variable on system A from local to global, the Scrip will be disabled on system A although you did not explicitly changed the value of the enable/disable variable to "disable".

Once you have made all the necessary changes to a Scrip's configuration, clicking on the



button at the top or bottom left-hand corner of each Scrip's configuration page will process the configuration change and take you to the [Changes recorded](#) page (see 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](#)

## Changes recorded

configuration: [sites](#) | [machines](#) | [scrips](#) | [continue](#)

Friday, January 17, 2003 17:24:47  
Version: 1.003.1695.8M  
Machine: node1  
User: hfn

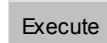
Scrip61RegKeyAssetData -- update local string

[Continue](#)

At this point, clicking on the [continue](#) link on the second level navigation bar, will take you back to the Scrip's configuration page.

Clicking on the [scrips](#) link on the second level navigation bar to go back to the system's [Scrip Configurator](#) page.

## ASI client shutdown procedure

On all systems, regardless of operating system version, to shut down the ASI client access Scrip 18's configuration page and click on the  button next to the Shut-down this client label. Please note that Scrip 18 also lets you restart an ASI client (i.e. shut down and re-start), shut down all ASI clients that can be reached from the system you are executing the shut down command from, and re-start all ASI clients (i.e. shut down and re-start) that can be reached from the system you are executing the re-start command from.

Scrip 190 gives you the option to run the ASI client either as an application or as a service. Shutting down the client requires two different procedures depending on whether it is running as an application, or as a service.

If it is running as an application the same procedure applies to Microsoft Windows 9x or NT based systems. You double-click on the ASI client icon in the system tray (lower right-hand corner of your desktop). The ASI client panel will appear in the bottom right-hand corner of your desktop. On the menu bar, click on **File** then on **Exit**. If there is no ASI client icon in the system tray, click on **Start** (lower left-hand corner of your desktop), click on **Programs**, **HandsFree**, and **Client**. The ASI client panel will appear in the bottom right-hand corner of your desktop. On the menu bar, click on **File** then on **Exit**.

If the ASI client is running as a service, on systems running an NT based operating system (NT4, 2000, XP, and Server 2003), to complete the client shut-down procedure, you need to perform an additional step, depending on the operating system.

Click on **Start**, **Settings**, **Control Panel**, and **Services**. Once the Services Manager window is open, locate the **HandsFree** services and stop it.

In addition to using the above procedures, to stop the ASI client and shut down the ASI service, you can execute the following command line:

- `<drive letter>:\Program Files\<ASI main folder, e.g. Hands-Free>\Client\cutil -s`

You should note that you could use Scrip 89 / 212-215 (Program Execution) to execute the above command line

#### ASI client uninstall procedure

In addition to using Scrip 43, to uninstall the ASI client you can execute the following command line:

- `<drive letter>:\Program Files\<ASI main folder, e.g. Hands-Free>\Client\cutil -u`

(uninstall with user notification)

- `<drive letter>:\Program Files\<ASI main folder, e.g. Hands-Free>\Client\cutil -l`

(silent uninstall)

You should note that you could use Scrip 89 / 212-215 (Program Execution) to execute the above command line, although there is no point in doing this as Scrip 43 performs the same function using cutil.

#### Scrip configuration notes

- When you change a Scrip's configuration from local to global, the new global configuration will be propagated to all devices on the local network.
- The only separators allowed for multiple values in a configuration entry, e.g. file locations, file masks, list of executables whose execution is to be logged, and the schedule entry, are carriage return and line feed.
- Masks used in Scripts configuration entries work like Unix-style masks, not Windows-style ones. This only difference arises in the case of file names that have no extension. For example, for a file that has the name "foo" and no extension, the Unix-like

filename would be "foo" and the Windows-like file name would be "foo." (with the dot). So, the wildcard "foo.\*" will actually not match this file, because it's using the Unix-like filename, and there is no dot to match the dot in the wildcard. It all boils down to the fact that we're treating the dot like any other character, rather than a magical separator. It actually makes more sense that way, because Windows will let you have a file named "foo.bar.tmp" – so would this match a wildcard "\*.ba\*" or not? It would in our wildcards, but it wouldn't if the dot were the "extension separator".

## Ports

ASI uses TCP/IP ports to perform a number of actions, including:

- 2721 (smart-diagnose) - the default communication port between clients. This port is registered for exclusive use by ASI
- 443 (https) – the default port used for sending logs to the ASI server
- 80 (http) – an alternate port for sending logs to the ASI server
- 25 (smtp) - the default port used for email logging
- 37 (time) – optionally used by Scripts 86 and 87
- 53 (domain) - used for DNS lookup, e.g. during email logging

It is necessary to enable outbound communication via ports 443 otherwise the ASI client will not be able to send logs to the ASI server. Outbound communication via ports 25, 37, and 53 is not mandatory. However, if it is not enabled the activities that use them will fail.

In addition, the following ports may be used while diagnosing a failure:

- 80 (http)
- 22 (SSH)
- 23 (telnet)
- 53 (domain)
- 21 (ftp)
- 443 (https)

If HTTP proxying is enabled, the Client logs to the proxy port specified in parameter Proxy URL of Scrip 43. If your proxy server requires authentication, you should add a working user id and password to the proxy URL. The syntax of an entry in Proxy URL is:

- `http://<user name>:<user password>@<proxy server name>:<proxy port>`

We have also registered port 6072 (diagnose-proc), but we aren't currently using it.

## Delete machine

Clicking on the [\[delete\]](#) link to the left of a machine's entry in the <Site Name> Machines page, will take you to the Delete Machine page (see 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 Machine

configuration: [sites](#) | [machines](#) | [scrips](#)

Friday, January 17, 2003 08:51:06  
Version: 1.003.1695.8M  
Machine: gabe  
User: hfn

This will remove all the machine specific Scrip configuration values from the site administration database for the machine gabe, including all of its local variables, local overrides, and pending updates. However this will not affect the global variables for the Corporate Ink site.

Delete records for machine gabe?

[Yes, delete gabe.](#)

[No, don't do anything.](#)

---

Clicking on the [Yes, delete <machine name>](#) link, will remove all the system specific Scrip configuration values from the site administration database for the system being administered, including all of its local variables, local overrides, and pending updates. However this will not affect the global variables for the site the system being administered belongs to.

If this system is still in use, and the ASI client is still installed and running on it, the next time, this system contacts ASI site management, its Scrip configuration values will be automatically added to the ASI site administration database.

After a system's Scrip configuration information is deleted the Delete Machine confirmation page shown below is displayed.

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 Machine

configuration: [sites](#) | [machines](#) | [scrips](#)

Friday, January 17, 2003 08:52:09  
Version: 1.003.1695.8M  
Machine: gabe  
User: hfn

Records for machine gabe have been removed from the database.

---

Clicking on the [No, don't do anything](#) link, will take you back to the <Site Name> Machines page.

## Important note about machine deletion

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

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

Please note that deletion of a system's record from the ASI configuration, updates or census modules, or the asset database does not delete the 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.

## Scrip Configuration Update in Practice

We will describe how the Scrip configuration process works, and suggest some strategies to follow for updating Scripts using an example.

Using the ASI asset management facility, as described in the previous sections, the support provider made the following Scrip configuration changes at site A:

- She made a global change (meaning that it is to be applied to all systems at site A) to the configuration of Scripts 19 and 92 (disk defragmentation) changing its schedule from once weekly to once monthly.
- She also made a local change to the configuration of Scrip 196 on system X to apply a software patch to system X

Scrip 177 (Scrip Configuration Update) is configured to run on all systems at site A on the default schedule every hours, at 25 minutes past the hour. In order to avoid having Scrip 177 from all systems try to reach the ASI site management facility at the same time, by default Scrip 177 is configured to run at a random point in time within a 50-minute interval of its scheduled execution time.

Scrip 177 from the client on system Y is the first to reach the ASI site management facility, finds the global update. Scrip 177 changes the revision level on the client to match the one on the ASI site management facility, and retrieves the global Scrip configuration change. The global variable update triggers the execution of Scrip 2 that automatically propagates the global Scrip configuration change to the other systems at site A, also changing their revision level to match that on the server.

When system Y retrieves from the ASI server the global update, it also receives from the server a list with the names of all the systems (other than itself) whose Scrip configuration needs to be changed locally (i.e. the configuration change applies only to one machine).

In our example, the only system in the list of systems whose Scrip configuration needs to be changed locally is system X. After Scrip 177 from system Y retrieves the list, the ASI



client on system Y notifies system X that it needs to retrieve a local Scrip configuration change from the ASI server.

As soon as the ASI client on system X is notified about the local Scrip configuration change, it executes Scrip 177. Scrip 177 retrieves the local configuration change from the ASI server, and the ASI client then executes Scrip 2 to apply the change.

In the meantime, Scrip 177 on other systems at site A may try to reach the ASI site management facility if the time to run it on any one system comes before the global configuration update reaches it.

Those clients that reach the ASI site management facility before the update being propagated locally reaches them, will retrieve the update from the ASI site management facility, update their revision level, and apply it so that the update being propagated locally will not be applied a second time.

Please note that If someone changes the Scrip configuration of one, some, or all systems on site, that operation triggers the execution of Scrip 177. This means that there is only a minimal delay before on-site Scrip configuration changes are recorded on the ASI server where you can see them. So the process is very symmetrical. If you are configuring Scripts on the ASI server, you can be reasonably certain that what you are looking at is pretty much up to date.

As mentioned above, Scrip 177 is enabled by default to run hourly, on the hour every day with a random minute value of 50. This means that the Scrip will run at a random point in time within 50 minutes of the scheduled execution time.

This is necessary to minimize the probability that all clients from all sites will try to access the site management facility at the same time.

On a network with 50 systems, Scrip 177 would be checking the ASI server for Scrip configuration changes on average once per minute for 50 minutes out of every hour.

In general, Scrip 177's frequency of execution and randomizer value can be combined in a simple algorithm to control the frequency with which ASI clients from a site will check the ASI server for Scrip configuration changes.

- Scrip 177 frequency of execution - Fsc (minutes)
- Frequency of any one ASI client checking the ASI server for Scrip configuration changes - Fc (minutes)
- Randomizer - R (minutes)
- Number of ASI clients on sub-net - N

$$\mathbf{Fsc = N * Fc}$$

$$\mathbf{R = Fsc / FC}$$

Note than **N = R**.

For example, if you have 150 ASI clients on one sub-net and you want any one of them to check for Scrip configuration changes once per minute, **Fsc = 150 \* 1 = 150 minutes**.

You should keep in mind that most Scrip 177 transactions are very light either because no update is available, or if an update is available, it has already been applied.

## Export global Scrip configurations

The ASI configuration module features a powerful global Scrip configuration function that lets you export the global variable configuration of one, some, or all Scripts from one site to one, some, or all sites you have access to.

Clicking on the [\[export\]](#) link to the left of a site's name on the Configuration - Sites page, will take you to the Export Global Scrip Configurations page (See figure below). When you do this, the ASI configuration module automatically selects the system that contacted it last as the system from which global Scrip configurations will be exported. We call this the *donor* system.

Alternatively, you can select the system from which the global Scrip configurations will be exported. Clicking on the [\[export\]](#) link to the left of a system's name on the Configuration - <Site Name> Machines page will select that system as the *donor* system, and will take you to the Export Global Scrip Configurations 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](#)

### Export Global Scrip Configurations

configuration: [sites](#) | [machines](#)  
user: [hfm](#) ([log in as new user](#))  
site filter: off ([set site filter](#))  
June 13, 2003

[Return to Sites](#)

[ [top](#) | [bottom](#) | [control](#) | [donor](#) | [select](#) ]

Export Corporate Ink Configuration	
<input type="button" value="Check All Scripts"/>	Selects all Scripts except for # 18, 43, and 223. You should not export the configuration of Scripts 18, 43 or 223 unless you are sure.
<input type="button" value="Clear All Scripts"/>	De-selects all the Scripts. An export operation requires the selection of at least one Scrip.
<input type="button" value="Check All Sites"/>	Selects all the sites. This is generally not recommended.
<input type="button" value="Clear All Sites"/>	De-selects all sites. An export operation requires the selection of at least one Site.
<input type="button" value="Export"/>	Exports <b>Corporate Ink</b> global Scrip configuration values.
<input type="button" value="Reset"/>	Resets to initial settings.

Found 96 Scripts and 1 sites.

[ [top](#) | [bottom](#) | [control](#) | [donor](#) | [select](#) ]

Donor	
Site	Corporate Ink
Machine	dasag
Time	Fri Jun 13 12:56:06 EDT 2003
Version	1.006.0125.8M

[ [top](#) | [bottom](#) | [control](#) | [donor](#) | [select](#) ]

In the left-hand column, please select the Scripts whose global configuration you want to export. In the right-hand column, please select the site(s) you want to export the global Scrip configuration(s) to.

Warning: if you are sure you want to copy Scripts 18, 43, or 223, then you must select them individually.

Scripts	Sites
<input checked="" type="checkbox"/> 1 - Client Auto Update	<input type="checkbox"/> HFN Development
<input checked="" type="checkbox"/> 3 - Post-init Triggering Set-up	
<input checked="" type="checkbox"/> 4 - Queued Mail Sent - Part 1	
<input checked="" type="checkbox"/> 5 - Administration Log Scheduler	
<input checked="" type="checkbox"/> 6 - Memory Statistics	
<input checked="" type="checkbox"/> 7 - Log File Deleted	
<input checked="" type="checkbox"/> 8 - Orphaned Log File Found and Sent as an Attachment	
<input checked="" type="checkbox"/> 9 - Scandisk Execution	
<input checked="" type="checkbox"/> 11 - Log Files Deleted	
<input checked="" type="checkbox"/> 12 - Symantec Virus Definition Management	
<input checked="" type="checkbox"/> 14 - MS Internet Account Dialog Box Creation	
<input checked="" type="checkbox"/> 15 - Norton Anti Virus Scan Execution	
<input checked="" type="checkbox"/> 16 - MS Internet Explorer History Folder Dialog Box Creation	
<input checked="" type="checkbox"/> 17 - Executable Detected	
<input type="checkbox"/> 18 - Client Shut-down / Restart	
<input checked="" type="checkbox"/> 19 - Disk Defragmenter Execution (MS Windows 9x and Me)	
<input checked="" type="checkbox"/> 21 - File / Folder Deletion Dialog Box Creation	
<input checked="" type="checkbox"/> 22 - Send Queued Asset Logs	
<input checked="" type="checkbox"/> 23 - Send Queued Event Logs	
<input checked="" type="checkbox"/> 24 - Send installation/upgrade logs	
<input checked="" type="checkbox"/> 25 - Client Dialog Box Creation	
<input checked="" type="checkbox"/> 26 - Executable Usage Profiler	
<input checked="" type="checkbox"/> 27 - System Start-up Executables Management	

At the top of the page, right under the **Export Global Scrip Configurations** header, and at the bottom of the **Export Global Scrip Configurations** page, you will see the [Return to Sites](#) link. Clicking on it will take you back to the **Configuration - Sites** page.

At the beginning of each section of the **Export Global Scrip Configurations** page you will find five links to help you navigate it:

■ [ [top](#) | [bottom](#) | [control](#) | [donor](#) | [select](#) ]

The default settings of the **Export Global Scrip Configurations** page are:

- All the global configuration variables of all Scripts from the site whose name is in the header of the **Export <Site> Configuration** panel are selected for export. The only Scripts whose global configuration variables are not selected are Scripts 18, 43, and 223. These Scripts have global configuration variables that are site specific. You should select them for global Scrip configuration variable export only after very careful review.
- None of the sites the logged in user has access to are selected as the targets for the export operation

As you would expect, attempting to export global Scrip configuration variables from one site to itself will have no effect.

We should also note that the global Scrip configuration variable export function does not cover global actions such as those for executing Scripts on demand.

The [Export Global Scrip Configurations](#) page consists of three sections:

- Export configuration control panel
- Donor system information
- Site and Scrip selection detail

#### Export configuration control panel

The actions you can take on the **Export <Site> Configuration** panel are:

- **Check All Scripts.** Clicking on this button automatically selects the global variables from all Scripts at the site whose name is in the header of the **Export <Site> Configuration** panel. Please note that selecting this option will not select the global variables of Scripts 18, 43, and 223. These Scripts have global configuration variables that are site specific. You should select them for global Scrip configuration variable export only after very careful review.
- **Clear All Scripts.** Clicking on this button will de-select any Scripts that you may have selected. Please be aware that in order for an export operation to take place, you have to select at least one Scrip.
- **Check All Sites.** Clicking on this button, will select all sites the currently logged in user has access to as targets for the export operation. You should select this option only after careful review as it will result in **ALL** systems at **ALL** sites the user currently logged in as access to having the **SAME** global Scrip configuration.
- **Clear All Sites.** Clicking on this button will de-select any sites that you may have selected. Please be aware that in order for an export operation to take place, you have to select at least one site.
- **Export.** Clicking on this button will trigger the export operation, and take you to the [Scrip Configurations Export Completed](#) page (see below)
- **Reset.** Clicking on this button, will revert the settings of the detail site and Scrip selection section of the [Export Global Scrip Configurations](#) page to the default values

#### Donor system information

The **Donor** control panel contains information about the *donor* system. It also reports the time at which the *donor* system last contacted the ASI configuration module.

#### Site and Scrip selection detail

In this section of the [Export Global Scrip Configurations](#) page, you can select individual Scripts whose global configuration variables you want to export from the *donor* system, and the site(s) you want to export the global Scrip configuration variables to.

Once you have selected the Scripts whose global configuration variables you want to export, and the Sites you want to export to, you are ready to perform the export operation.

Export

Clicking on the **Export** button in the **Export <Site> Configuration** panel will take you to the **Scrip Configurations Export Completed** 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](#)

## Scrip Configuration Export Completed

configuration: [sites](#) | [machines](#) | [scrips](#) | [help](#)

user: [hfm](#) [[log in as new user](#)]  
 site filter: on [[set site filter](#)]  
 June 13, 2003

[Return to Sites](#)

Changed Values			
Site	Scrip	Variable	Value
HFN Development	190 -- Client as Service	Run as service S00190ScripRun	Old: 0 New: 1
HFN Development	216 -- Print Queue Problem Resolution	How long should the scrip wait for a ... SpoolerTimeout	Old: 15 New: 5
HFN Development	217 -- Clean Folders 2	Scrip enabled S00060ScripRun	Old: 1 New: 0
HFN Development	218 -- Clean Folders 3	Scrip enabled S00060ScripRun	Old: 1 New: 0
HFN Development	219 -- Clean Folders 4	Scrip enabled S00060ScripRun	Old: 1 New: 0
HFN Development	220 -- Clean Folders 5	Scrip enabled S00060ScripRun	Old: 1 New: 0
HFN Development	221 -- Clean Folders 6	Scrip enabled S00060ScripRun	Old: 1 New: 0

7 global variables have been updated.

Missing Values			
Site	Scrip	Variable	Value
HFN Development	12 -- Symantec Virus Definition Management	Definitions list S00012DefinitionList	Old: (none) New: 1052712000,node14,node13,dasag,node10,node...
HFN Development	12 -- Symantec Virus Definition Management	Machines to report definition dates S00012ReportMachines	Old: (none) New: dasag node13 node11
HFN Development	12 -- Symantec Virus Definition Management	On-site server locations S00012ServerLocations	Old: (none) New: (none)
HFN Development	12 -- Symantec Virus Definition Management	Update from other accessible machines S00012UpdateFromOtherClients	Old: (none) New: 1
HFN Development	12 -- Symantec Virus Definition Management	Update from on-site server S00012UpdateFromServer	Old: (none) New: 0
HFN Development	12 -- Symantec Virus Definition Management	Update from vendor S00012UpdateFromVendor	Old: (none) New: 1
HFN Development	60 -- Clean Folders 1	Delete read-only files DelReadOnlyFiles	Old: (none) New: 1
HFN Development	60 -- Clean Folders 1	Directories to scan S00060FileDirectoryStr	Old: (none) New: 1,1,%temp%,default
HFN Development	60 -- Clean Folders 1	File groups S00060FileGroupsStr	Old: (none) New: default,*.*,*.*,*.*tmp ie,*.*
HFN Development	60 -- Clean Folders 1	Impersonation enabled S00060Impersonate	Old: (none) New: 1
HFN Development	89 -- Scheduled Program Execution 1	Impersonation enabled Scrip89Impersonate	Old: (none) New: 1
HFN Development	90 -- McAfee Virus Definition Management	Definitions list S00090DefinitionList	Old: (none) New: 0,-1,node14
HFN Development	90 -- McAfee Virus Definition Management	Get list of virus definition dates S00090DumpDefs	Old: (none) New: 1
HFN Development	90 -- McAfee Virus Definition Management	Machines to report definition dates S00090ReportMachines	Old: (none) New: olivia
HFN Development	90 -- McAfee Virus Definition Management	On-site server locations S00090ServerLocations	Old: (none) New: (none)
HFN Development	90 -- McAfee Virus Definition Management	Update from other accessible machines S00090UpdateFromOtherClients	Old: (none) New: 1
HFN Development	90 -- McAfee Virus Definition Management	Update from on-site servers S00090UpdateFromServer	Old: (none) New: 0
HFN Development	90 -- McAfee Virus Definition Management	Update from vendor S00090UpdateFromVendor	Old: (none) New: 1
HFN Development	100 -- File Retrieval	Impersonation enabled S00100Impersonate	Old: (none) New: 1

The **Scrip Configurations Export Completed** page contains two tables. In both entries are sorted in ascending order by Scrip number.

The first table is called **Changed Values**. Each of its entries has the following format:

- **Site** – this entry contains the name of the site the global Scrip variables have been exported to
- **Scrip** – this entry contains the name of the Scrip the global configuration variable belongs to
- **Variable** – both the internal name of the global Scrip variable that has been exported, and its user visible label are displayed in this entry. Please note that in order to minimize the size of the table, in some cases Scrip configuration variable labels may be truncated. In other cases, you may see variables with no user visible labels. These are variables no longer in use. They are preserved to ensure backward compatibility with older versions of the ASI client.
- **Value** – the value of the global Scrip configuration variable before and after the export operation labeled respectively *old*, and *new*.

If there is no difference between the global Scrip configuration variables at an exporting and a target site, the message No configuration values have been updated is displayed.

The second table is called **Missing Values**. It lists all global Scrip configuration variables that are not present in the Scripts on the ASI clients at the target site(s). A non-empty **Missing Values** table means that different versions of the ASI client are installed and running at the exporting and target site(s). The format of the entries of the **Missing Values** table is the same as that of the first table's.

The old value of each global Scrip configuration variable is listed as **(none)**.

## Updates

In this section, we will describe the ASI site management facility updates module used to manage the automated installation of ASI client updates at your sites. Please refer to the *Remote ASI Client Update Using the Updates Module on the ASI Server* guide for detailed instructions for using the ASI updates module.

## Overview

The ASI software and Scrip update process is client based. It is driven by the ASI clients running on end-user systems.

### How you use it

What follows is a brief description of the steps a user typically would follow to configure and use the ASI site management facility updates module:

- 1) Just as for all the other ASI server facilities and modules, the addition of a site to the ASI site management facility updates module takes place automatically, as soon as ASI clients from systems at the site contact the ASI updates module. By default, Scrip 208 (the Scrip that manages ASI client updates on each system) contacts the ASI updates module twice a day, at 5 AM and 4 PM.

If you want to trigger the addition of a site to the ASI site management facility updates module, you should execute Scrip 208 on-demand. To do this, please follow the instructions in the *Remote ASI Client Update Using the Updates Module on the ASI Server* guide.

Please note that the site should also have been already set up in the event log database. Otherwise, event logs posted by the ASI clients at the site could not be accessed via the ASI event log management facility.

When an ASI client contacts the ASI updates module of the site management facility, for the first time, an entry for its site will be added to the [Set Site Version](#) page, and an entry for the system will be added to the [<Site Name> Machine Update Status](#) page.

- 2) Next, set up the software update file that you want to have the ASI client install at a site using the add function in the [Available Versions](#) page (on the navigation bar labeled updates:, click on versions, then click on the [add](#) link on the [Available Versions](#) page).
- 3) Then, set up the site to use that package using the edit function in the [Set Site Version](#) page (on the navigation bar labeled updates:, click on sites, then click on the [\[edit\]](#) link to the left of the name of the site on the [Set Site Version](#) page). Once you are on the [Edit a Site Update Record](#) page, select the version that you added in 2) above.
- 4) Wait for the machines to contact the server and update the site
- 5) Review the results

### Important Note

The ASI site management facility updates and configuration modules can be used together to install ASI client and Scrip database updates on demand.

Once you set up the version record for a site and select it as that site's desired version, you can use the configuration module to configure Scrip 208 (the Scrip that performs the ASI client and Scrip database updates) to run immediately. When you do this, the next time Scrip 177 (the Scrip that retrieves Scrip configuration changes from the ASI server, and applies them at a site) runs, it will apply the Scrip 208 configuration change triggering Scrip 208's immediate execution.

It is important to do this very selectively because if the site you trigger global execution of Scrip 208 from has "many" nodes, all the ASI clients will try to access the FTP site where the ASI client and Scrip database update executables reside at the same time, swamping the FTP server with consequences that range from slower to failed downloads, and potential FTP server failure..

You have a number of options to minimize the likelihood of these failures:

- Wait until the next scheduled execution of Scrip 208. The Scrip's schedule has a 50-minute random execution period.

- Configure Scrip 208 so that only a "small" subset of machines performs the update. This is done by changing the entries in the "Names of machines to perform update" parameter. The default entry is "\*" meaning that all systems will perform the update.
- Trigger on demand execution of Scrip 208 via the configuration module locally on only one (or a few systems)

## How it works

Periodically, the ASI client on one or more systems executes a Scrip that performs the update process.

When the Scrip runs, it performs a remote procedure call to the ASI site management facility on the ASI server. It gives the ASI site management facility the following information:

- Site name
- Machine name
- ASI client version number,

and receives back from the ASI site management facility:

- Command line parameters to be used when running the update installation executable (e.g. parameters for a silent installations)
- URL of the location where the ASI client can find the update installation executable
- Filename
- Target directory
- Action code, currently one of:
  - 0 – no update
  - 1 – normal update
  - 4 – forced update

If the action code is a "1", then the ASI client uses the URL to retrieve a file, and saves it in the given filename and target directory (if specified), then runs it with the given command line parameters.

If the action code is a "4", then the ASI client retrieves the update installation executable regardless of whether it had been previously retrieved, or of the ASI client version number.

The ASI site management facility's updates module on the ASI server processes the procedure call from the ASI client as follows:

- 1) The updates module gets the current (server) time into a variable, so that it will be the same in all columns where it is used.



- 2) The updates module looks up the site name in the "UpdateSites" table. If it doesn't exist, then the updates module adds the site to the "UpdateSites" table with an empty "version" column, adds the machine to the "UpdateMachines" table with reasonable defaults (see below), and returns "response" as 0 with NULLs for the other return values.
- 3) The updates module looks up the site/machine in the "UpdateMachines" table. If it doesn't exist, then the server adds the machine to the table with reasonable defaults and proceeds to the next step.
- 4) In the "UpdateMachines" table entry, the updates module sets the "timecontact" column to the server time variable, and sets the "lastversion" column to the "version" parameter passed in by the client.
- 5) The updates module uses the "version" from the "UpdateSites" table entry and looks it up in the "Downloads" table. If it doesn't exist, the updates module returns 0 as "response" and NULLs for the other return values.
- 6) If the "force" column in the "UpdateMachines" table entry is set, then the updates module updates the "UpdateMachines" entry, returns 4 as "response", and returns the values from the "Downloads" table entry for the other return values.
- 7) If the "version" column in the "UpdateSites" entry doesn't match the "version" parameter passed in by the ASI client, then the updates module updates the "UpdateMachines" entry, returns 1 as "response", and returns the values from the "Downloads" table entry for the other return values.
- 8) Otherwise, the server returns 0 as "response" and NULLs for the other return values.

## Sites

Clicking on the [updates](#) link under the **Site Management** heading on the **Welcome** page, or to the right of the sites: label at the upper right-hand corner on any page on the ASI event management facility, will take you to the **Set Site Version** page of the updates module of the ASI site management facility (See figure below).

Once you access a module in the **updates** module of the ASI site management facility, a second level navigation bar appears on the page:

- updates: [versions](#) | [sites](#) | [machines](#)

To get back to the **Set Site Version** page from anywhere within the updates module, just click on the [sites](#) link on the second level navigation bar.

## Set Site Version

updates: [versions](#) | [sites](#) | [machines](#)

user: hfn [[log in as new user](#)]  
site filter: off [[set site filter](#)]  
April 03, 2004

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

Action	Site Name	Number of machines	Desired Version
<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[view machines]</a>	Corporate Ink	19 machines	hfn-inst-181413.exe

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

At the top of the page, right under the Set Site Version header, and at the bottom of the Set Site Version page, you will see four links to help you navigate the page:

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


Clicking on the [\[view machines\]](#) link to the left of the name of a site in the Set Site Version page will take you to the [<Site Name> Machine Update Status](#) page where all the systems whose ASI client has contacted the ASI server for an update are listed.

## Updating a site

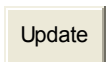
Clicking on the [\[edit\]](#) link to the left of the name of a site in the Set Site Version page, takes you to the [Edit a Site Update Record](#) page (See figure below).

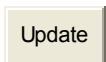
## Edit a Site Update Record

updates: [versions](#) | [sites](#) | [machines](#)  
December 03, 2002  
User: hfn

Site Name: HFN Amherst  
Version Number:  

Here you can change the desired download version number by selecting it from the pull down list next to the Version Number: label. Please note that a site could have more than one software update file available to choose from but only one desired version.



Clicking on the  button will take you to the [Site Update Record Updated](#) page shown below.

## Site Update Record Updated

You have updated the record for site **HFN Amherst**.

Return to the [Site Version List](#).

## Updating multiple sites

Clicking on the [group](#) link, takes you to the Group Update Management page (See figure below).

## Group Update Management

Version name:

Site Name	Current Target	Current Version
<input type="checkbox"/> Corporate Ink	hfn-inst-181413.exe	1.008.1413.BM
<a href="#">Assign to all sites</a>		<a href="#">Assign to no sites</a>

Here you can assign one version record to multiple sites in one step. You can select the sites you want to assign a version to by clicking on the box to the left of the entry of each site you want to select. If you want to assign a version to all sites, simply click on the [Assign to all sites](#) link found both above and below the table listing all sites accessible to you. Then, you can select the version you want to assign to the selected sites from the pull

down list to the right of the Version name label, and then click on the  button.

Please note that you should select the sites you want to assign a version to BEFORE you select the version from the pull down list to the right of the Version name label.

If you want to remove a version assignment, you should first click on the box to the left of the entry for the sites whose version assignment you want to remove (or click on the [Assign to all sites](#) link found both above and below the table listing all sites accessible to you), make sure that NO version name is selected in the pull down list to the right of the

Version name label, and then click on the  button.

Update

Clicking on the [Update](#) button will take you to the [Site Update Record Updated](#) page displayed 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 Update Group Updated

updates: [versions](#) | [sites](#) | [machines](#)

user: [hfn](#) [[log in as new user](#)]  
site filter: off [[set site filter](#)]  
April 03, 2004

Site **Corporate Ink** is updated to **hfn-inst-181329.exe**.

1 sites updated

Return to the [Site Version List](#)

---

## Deleting a site

Clicking on the [\[delete\]](#) link to the left of the name of a site in the [Set Site Version](#) page, takes you to the [Delete a Site Update Record](#) 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](#)

## Delete A Site Update Record

updates: [versions](#) | [sites](#) | [machines](#)  
December 03, 2002  
User: hfn

Do you really want to delete the records for site **HFN Development** and all its machines?

[\[Yes\]](#)   [\[No\]](#)

---

Clicking on No, will take you back to the [Set Site Version](#) page. Clicking on Yes will take you to the [Site Update Record 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](#)

## Site Update Record Deleted

updates: [versions](#) | [sites](#) | [machines](#)  
December 03, 2002  
User: hfn

You have deleted the records for site **HFN Development** and all its machines.

Return to the [Site Version List](#).

---

Please note that when you delete a site entry, all of its system entries, and any entry in the [Available Versions](#) page that list the site in its Site Name parameter will also be deleted.

## Important note about site deletion

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

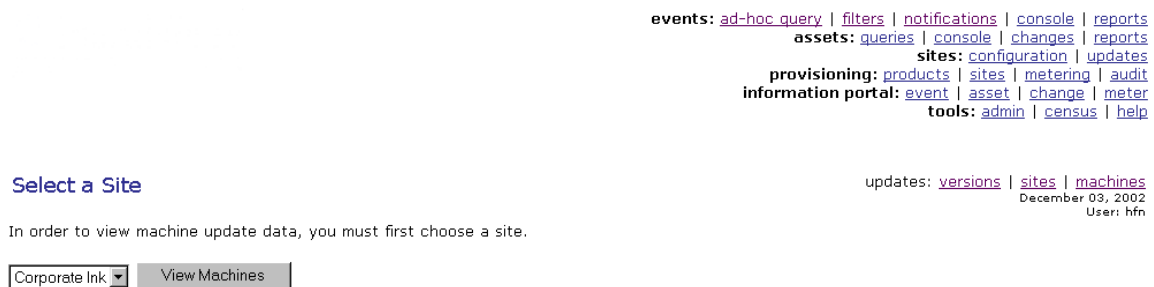
- Access the ASI configuration, updates, asset, and census modules, and delete a site's record from each of them individually, or
- Access the ASI census module and use the **expunge** action that will delete a site's record from all locations at once

Please note that deletion of a site's record from the ASI configuration, updates or census modules, or the asset database does not delete the event logs from the ASI clients on systems at that site.

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

## Machines

Clicking on the [machines](#) link on the second level navigation bar, will take you to the **Select a Site** page (See figure below).



Here, you can select the site whose systems you want to view from the pull down list.

Once you have done that, clicking on the [View Machines](#) button will take you to the **<Site Name> Machine Update Status** page (see figure below).

You can also get to the **<Site Name> Machine Update Status** page by clicking on the name of the [\[view machines\]](#) link to the left of the name of a site in the **Set Site Version** page.

## Corporate Ink Machine Update Status

updates: [versions](#) | [sites](#) | [machines](#)  
 December 03, 2002  
 User: hfn

site name: Corporate Ink  
 desired version: (none selected)

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

Submit Changes

Action	Machine Name	Last Contact time of last contact	Last Version version reported at last contact	Last Update time of last update	Old Version version that was reported by machine	New Version version that was sent to machine	Was Forced whether the last update was forced	Force? whether to force the next update
<a href="#">[delete]</a>	dasag	Tue Dec 03 16:03:26 EST 2002	1.003.1582.BM	Mon Dec 02 05:40:22 EST 2002	1.003.1582.BM	1.004.1234.BM		<input type="checkbox"/>
<a href="#">[delete]</a>	gabe	Tue Dec 03 16:24:52 EST 2002	1.003.1582.BM	Mon Dec 02 05:05:10 EST 2002	1.003.1582.BM	1.004.1234.BM		<input type="checkbox"/>
<a href="#">[delete]</a>	node1	Tue Dec 03 16:20:29 EST 2002	1.003.1582.BM	Mon Dec 02 05:35:14 EST 2002	1.003.1582.BM	1.004.1234.BM		<input type="checkbox"/>
<a href="#">[delete]</a>	node10	Tue Dec 03 16:17:25 EST 2002	1.003.1582.BM					<input checked="" type="checkbox"/>
<a href="#">[delete]</a>	node11	Tue Dec 03 16:47:35 EST 2002	1.003.1582.BM					<input checked="" type="checkbox"/>
<a href="#">[delete]</a>	node12	Tue Dec 03 16:21:22 EST 2002	1.003.1582.BM	Mon Dec 02 05:17:24 EST 2002	1.003.1582.BM	1.004.1234.BM		<input type="checkbox"/>
<a href="#">[delete]</a>	node3	Tue Dec 03 16:35:50 EST 2002	1.003.1582.BM	Mon Dec 02 05:40:52 EST 2002	1.003.1582.BM	1.004.1234.BM		<input type="checkbox"/>
<a href="#">[delete]</a>	node5	Tue Dec 03 16:21:27 EST 2002	1.003.1582.BM	Mon Dec 02 05:30:15 EST 2002	1.003.1582.BM	1.004.1234.BM		<input type="checkbox"/>
<a href="#">[delete]</a>	node6	Tue Dec 03 16:14:37 EST 2002	1.003.1582.BM					<input checked="" type="checkbox"/>
<a href="#">[delete]</a>	node7	Tue Dec 03 16:19:51 EST 2002	1.003.1582.BM					<input checked="" type="checkbox"/>
<a href="#">[delete]</a>	node8	Tue Dec 03 16:08:03 EST 2002	1.003.1582.BM	Mon Dec 02 07:00:55 EST 2002	1.003.1582.BM	1.004.1234.BM	forced	<input type="checkbox"/>
<a href="#">[delete]</a>	node9	Tue Dec 03 05:15:59 EST 2002	1.003.1582.BM	Mon Dec 02 05:40:55 EST 2002	1.003.1582.BM	1.004.1234.BM		<input type="checkbox"/>
<a href="#">[delete]</a>	notebook2	Tue Dec 03 05:02:18 EST 2002	1.003.1582.BM	Mon Dec 02 05:56:19 EST 2002	1.003.1582.BM	1.004.1234.BM		<input type="checkbox"/>
<a href="#">[delete]</a>	olivia	Tue Dec 03 05:22:48 EST 2002	1.003.1582.BM	Mon Dec 02 05:29:54 EST 2002	1.003.1582.BM	1.004.1234.BM		<input type="checkbox"/>
<a href="#">[delete]</a>	server5	Tue Dec 03 05:38:24 EST 2002	1.003.1582.BM	Mon Dec 02 05:58:29 EST 2002	1.003.1582.BM	1.004.1234.BM		<input type="checkbox"/>
								<input type="checkbox"/> Force All

Submit Changes

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

At the top of the page, right under the <Site Name> Machine Update Status header, and at the bottom of the <Site Name> Machine Update Status page,, you will see three links to help you navigate the page:

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

Checking the forced update checkbox for a system will ensure that the server will always send an update at the next update request, and will clear the checkbox.

Clicking on the **Force All** checkbox, will trigger the download of an update for all systems from a site that are listed in the <Site Name> Machine Update Status page when they contact the updates management module.

## Deleting a machine entry

Clicking on the [\[delete\]](#) link to the left of a system's name, will take you to the Delete a Machine Update Record page (shown below). Deleting an entry in the <Site Name> Machine Update Status page may be necessary to delete the entry for systems that may no longer be active at the site.

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 Machine Update Record

updates: [versions](#) | [sites](#) | [machines](#)  
December 03, 2002  
User: hfn

Do you really want to delete the record for machine **dupont**?

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

---

Clicking on No, will take you back to the <Site Name> Machine Update Status page. Clicking on Yes will take you to the Machine Update Record 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](#)

### Machine Update Record Deleted

updates: [versions](#) | [sites](#) | [machines](#)  
December 03, 2002  
User: hfn

You have deleted the record for machine **dupont**.

Return to the [Machine Update Status List](#).

---

## Important note about machine deletion

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

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

Please note that deletion of a system's record from the ASI configuration, updates or census modules, or the asset database does not delete the 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.

## Versions

Clicking on the [versions](#) link on the second level navigation bar, will take you to the Available Versions 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](#)

### Available Versions

updates: [versions](#) | [sites](#) | [machines](#)

user: hfn [[log in as new user](#)]  
site filter: off [[set site filter](#)]  
April 03, 2004

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

Action	Name	Version	Global	Download URL	Username	Password	Command Line
<a href="#">[copy]</a>	hfn-inst-181329.exe	1.008.1329.BM	Yes	ftp://ftp.handsfreenetworks.com/hfn-inst-181329.exe	corpink	*****	/VERYSILENT
<a href="#">[edit]</a> <a href="#">[delete]</a> <a href="#">[copy]</a>	hfn-inst-181413.exe	1.008.1413.BM	Yes	ftp://ftp.handsfreenetworks.com/hfn-inst-181413.exe	corpink	*****	/VERYSILENT

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

At the top of the page, right under the Available Versions header, and at the bottom of the Available Versions page, you will see four links to help you navigate the page:

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

### Adding a version record

Clicking on the [add](#) link, takes you to the Add a Version Record page (See figure below).



## Add a Version Record

updates: [versions](#) | [sites](#) | [machines](#)

user: hfn [[log in as new user](#)]  
site filter: off [[set site filter](#)]  
April 03, 2004

Version Name:	<input type="text"/>
Version Number:	<input type="text"/>
Global:	<input checked="" type="checkbox"/>
Download URL:	<input type="text"/>
Username:	<input type="text"/>
Password:	<input type="text"/>
Command Line:	<input type="text"/>
<input type="button" value="Add"/> <input type="button" value="Reset"/>	

When you have a new software update file you want to install at a site, the [Add a Version Record](#) page lets you add a record for the software update file to the updates module and match it to the site it is intended for.

If you want the version record you are creating to be available to other users on the ASI server, you should click on the box to the right of the Global label. Note that this box is checked by default.

**Please note that entering the path to a software update file for a site different from the one it is intended for will cause significant problems whose resolution might require the removal and re-installation of the ASI client at a site . At the very least, it will mean that clients from one site will be uploading event logs to the wrong site.**

If you mistype the version number, the result may be the repetition of the installation of an update. This would have no adverse side effects, just cause some extra cycles spent at the site to install the update again.

For example, suppose that the path for a software update points to a file that will install 1.003.1234.BM, but when the user creates the version record for site A, he/she types in 1.003.1234.BN as the version number instead.

After the version record is created and assigned to site A, the first time the ASI client from a system at site A contacts the update module in the ASI site management facility, the ASI update management software will detect a difference in versions. It will instruct the ASI client to download the installation executable for the update. After the download is completed, the ASI client will install the new client version and propagate it to the other ASI clients at site A.

In the meantime, during the same update cycle ASI clients at site A may contact the update module in the ASI site management facility before the update propagation process reaches them. They will also download the installation executable for the update and install it.

The next time the ASI client from a system at site A contacts the update module in the ASI site management facility, the ASI update management software will still detect a difference in versions because, as you remember, the version number was mistyped (1.003.1234.BN instead of 1.003.1234.BM). The ASI update management software sees that the version number reported by the ASI client is 1.003.1234.BM. This is different from the version number (1.003.1234.BN) in the version record assigned to site A. It tells the ASI client to download the installation executable for the update. The ASI client downloads the update file and runs it, which just installs the same version. This will happen during every update cycle, until the error is corrected.

If you create a record for a version of the ASI client and assign it to site B where a newer version of the ASI client is installed, when the ASI client from a system at site B contacts the update module in the ASI site management facility, the installation executable for the older version will be downloaded and installed on that system.

As soon as the ASI client that was just downgraded to the older version contacts another ASI client at site B to have it install the older version (as part of the normal upgrade propagation process that occurs whenever a different version of the ASI client is installed on a system), the one with the newer version will reject the attempt, and upgrade the system where the older version of the ASI client was just installed back to the newer version.

In the meantime, during the same update cycle, the ASI client from other systems at site B will contact the update module in the ASI site management facility repeating the actions just described. Once the update cycle is over, all systems at site B will still have the newer version of the ASI client running on them.

**Please be aware that, unless the mistaken version assignment is corrected, the same series of events will occur when the next update cycle takes place.**

Mistyping the entry for the software update file path (download URL), the user name, or the password will cause the download process to fail.

#### Note on ASI client installer command line switches

The ASI client installer has four command line switches:

##### 1) /VERYSILENT

It makes the installation silent. The only exception are

- The progress dialog boxes displayed when the ASI network driver is installed for the first time on Microsoft Windows NT4 systems during the "driver binding" step that occurs twice.
- The system function that installs the driver on Microsoft Windows 2000, XP, or Server 2003 displays progress dialog boxes about the copy of the driver files. These appear only for a few seconds (in some cases less than one second).

Both types of dialog boxes above are system dialog boxes and are therefore unaffected by the /VERYSILENT command line switch of the installer.

##### 2) /ID=XXXXXXXXXX

It lets you enter the registration code for a site in the installer's command line eliminating the need for any user interaction. The letters in ID are not case sensitive. You can have iD, Id, id etc... There should not be any spaces in the string. There should only be a space that separates the name of the ASI client installation executable file from the command line argument.

For example:

```
hfn-inst-160665.exe /ID=XXXXXXXXXX
```

### 3) /CI controlling the request of end-user contact information

Adding /CI=1 variable to the ASI client installation executable command line will cause the ASI client to generate a dialog box, as soon as the installation process is completed, asking a system's user to enter the contact information you selected when you configured Scrip 241. By default, the only information requested is first name and last name. Using /CI=0 prevents the request for contact information explicitly. Not including the /CI variable in the ASI client installation executable command line is equivalent to using /CI=0. CI stands for "contact information". The letters in CI are not case sensitive.

Please note that regardless of whether you use the CI command line variable at installation time or not, you can always ask for an end-user's contact information at any time by running Scrip 241 on demand. Doing this will cause Scrip 241 to generate a dialog box requesting the contact information. Please refer to the Scrip 241 configuration help file for detailed information about Scrip 241.

### 4) /NDS controlling the installation of the ASI network driver

/NDS=0

If present in the ASI client installation executable command line, the /NDS=0 switch will prevent the installation of the ASI network driver on systems where the ASI client is not yet installed, or where the ASI network driver was not previously installed. On systems where the ASI network driver is installed, using the /NDS=0 switch in the ASI client installation executable command line will result in the removal of the ASI network driver. The letters in NDS are not case sensitive.

**PLEASE NOTE THAT REMOVING THE ASI NETWORK DRIVER WILL CAUSE THE NETWORK CONNECTIONS ON THE SYSTEM WHERE IT IS BEING REMOVED FROM TO BE RESET. THIS ACTION IS PERFORMED BY THE OPERATING SYSTEM INDEPENDENTLY OF ANY ACTION TAKEN BY THE ASI SOFTWARE.**

/NDS=1

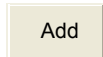
If present in the ASI client installation executable command line, the /NDS=1 switch will force the installation of the ASI network driver on systems where the ASI client is not yet installed, or where the ASI network driver was not previously installed. The letters in NDS are not case sensitive.

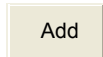
For example:

hfn-inst-173228.exe /NDS=0

If neither the /NDS=0 or /NDS=1 options are used, the ASI client installation executable will install the ASI network driver on systems where the ASI client was not previously installed, and on system where the ASI client is already installed it will leave the ASI client in its current state with regard to the ASI network driver.

The /VERYSILENT, /ID, /CI, and /NDS=0 command switches can be used in the same command line. When using any of the ASI client installer command line switches, there should not be any spaces in the command line switch string. There should only be a space separating the name of the ASI client installation executable file from the command line argument, and the command line switches from each other, if you are using more than one.



Clicking on the  button on the **Add a Version Record** page will take you to the **Version Record 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](#)

## Version Record Added

updates: [versions](#) | [sites](#) | [machines](#)  
December 03, 2002  
User: hfn

You have added a record for version **1.003.1583.BM**.

Return to the [Available Versions](#) list.

## Adding a version record using the *copy* action

In addition to adding a version record with the *add* action, as described above, you could use one of the existing version records as template for a new version record by using the *copy* action. Note that only the *copy* action is possible with version records that are available for you to use, but which you did not create.

Clicking on the [\[copy\]](#) link to the left of the entry for the version record that you want to use as the template for the new one takes you to the **Copy a Version Record** page (See figure below).

## Copy a Version Record

updates: [versions](#) | [sites](#) | [machines](#)

user: hfn [[log in as new user](#)]  
site filter: off [[set site filter](#)]  
April 03, 2004

Version Name:	<input type="text" value="hfn-inst-181329.exe"/>
Version Number:	<input type="text" value="1.008.1329.BM"/>
Global:	<input checked="" type="checkbox"/>
Download URL:	<input type="text" value="ftp://ftp.handsfreenetworks.com/hfn-inst-181329.exe"/>
Username:	<input type="text" value="corpink"/>
Password:	<input type="password" value="*****"/>
Command Line:	<input type="text" value="/VERY SILENT"/>

The Copy a Version Record page is an exact copy of the Add a Version Record page. After you finish entering the information for the new version record, clicking on the

button will take you to the Version Record Copied page (See figure below).

## Version Record Copied

updates: [versions](#) | [sites](#) | [machines](#)

user: hfn [[log in as new user](#)]  
site filter: off [[set site filter](#)]  
April 03, 2004

You have added a new record named **hfn-inst-181329.exe - 2** for version **1.008.1329.BM**.

Return to the [Available Versions](#) list.

## Updating a version entry

Clicking on the [\[edit\]](#) link to the left of a version name in the Available Versions page, takes you to the Edit a Version Record page (See figure below).

## Edit a Version Record

updates: [versions](#) | [sites](#) | [machines](#)

user: hfn [[log in as new user](#)]  
site filter: off [[set site filter](#)]  
April 03, 2004

Version Name:	<input type="text" value="hfn-inst-181413.exe"/>
Version Number:	<input type="text" value="1.008.1413.BM"/>
Global:	<input checked="" type="checkbox"/>
Download URL:	<input type="text" value="http://ftp.handSFreenetworks.com/hfn-inst-181413.exe"/>
Username:	<input type="text" value="corpink"/>
Password:	<input type="password" value="*****"/>
Command Line:	<input type="text" value="/VERY SILENT"/>
<input type="button" value="Update"/> <input type="button" value="Reset"/>	

Note that a site could have more than one software update available to it with only one of these being the desired version at any one time.

**If you edit a version record to apply it to a different site it is extremely important that you make sure that the download URL, user id and passwords are also changed accordingly. If you forget to make these changes serious problems could occur whose resolution might require removal and re-installation of the ASI client at a site.**

If you mistype the version number, the result may be the repetition of the installation of an update. This would have no adverse side effects, just cause some extra cycles spent at the site to install the update again.

For example, suppose that the path for a software update points to a file that will install 1.003.1234.BM, but when the user creates the version record for site A, he/she types in 1.003.1234.BN as the version number instead.

After the version record is created and assigned to site A, the first time the ASI client from a system at site A contacts the update module in the ASI site management facility, the ASI update management software will detect a difference in versions. It will instruct the ASI client to download the installation executable for the update. After the download is completed, the ASI client will install the new client version and propagate it to the other ASI clients at site A.

In the meantime, during the same update cycle ASI clients at site A may contact the update module in the ASI site management facility before the update propagation process reaches them. They will also download the installation executable for the update and install it.

The next time the ASI client from a system at site A contacts the update module in the ASI site management facility, the ASI update management software will still detect a difference in versions because, as you remember, the version number was mistyped (1.003.1234.BN instead of 1.003.1234.BM). The ASI update management software sees that the version number reported by the ASI client is 1.003.1234.BM. This is different from the version number (1.003.1234.BN) in the version record assigned to site A. It tells the ASI client to download the installation executable for the update. The ASI client downloads the update file and runs it, which just installs the same version. This will happen during every update cycle, until the error is corrected.


If you create a record for a version of the ASI client and assign it to site B where a newer version of the ASI client is installed, when the ASI client from a system at site B contacts the update module in the ASI site management facility, the installation executable for the older version will be downloaded and installed on that system.

As soon as the ASI client that was just downgraded to the older version contacts another ASI client at site B to have it install the older version (as part of the normal upgrade propagation process that occurs whenever a different version of the ASI client is installed on a system), the one with the newer version will reject the attempt, and upgrade the system where the older version of the ASI client was just installed back to the newer version.

In the meantime, during the same update cycle, the ASI client from other systems at site B will contact the update module in the ASI site management facility repeating the actions just described. Once the update cycle is over, all systems at site B will still have the newer version of the ASI client running on them.

**Please be aware that, unless the mistaken version assignment is corrected, the same series of events will occur when the next update cycle takes place.**

Mistyping the entry the software update file path (download URL), the user name, or the password will cause the download process to fail.

Clicking on the  button will take you to the [Version Record 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](#)

## Version Record Updated

updates: [versions](#) | [sites](#) | [machines](#)  
December 03, 2002  
User: hfn

You have updated the record for version **1.004.1234.BM**.

Return to the [Available Versions](#) list.

## Deleting a version record

Clicking on the [\[delete\]](#) link to the left of a version number in the [Available Versions](#) page, takes you to the [Delete a Version Record](#) 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](#)

## Delete A Version Record

updates: [versions](#) | [sites](#) | [machines](#)  
December 03, 2002  
User: hfn

Do you really want to delete the record for version **1.003.1583.BM**?

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

---

Clicking on No, will take you back to the **Available Versions** page. Clicking on Yes will take you to the **Version Record 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](#)

## Version Record Deleted

updates: [versions](#) | [sites](#) | [machines](#)  
December 03, 2002  
User: hfn

You have deleted the record for version **1.003.1583.BM**.

Return to the [Available Versions](#) list.

---

Please note that when you delete a download file entry, it will be deleted from any site entry where it was listed as an available or desired version.

## 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 Site Management User Guide](#) will take you to a copy of this ASI site 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 Scrips are listed in table format. Clicking on the [Detail](#) button in the right-most column of a Scrip's entry in the table, takes you that that Scrip's detail log help file.