



# Management Utilities - Setup and Configuration

Product Training 2019



# Setting Up Folder Paths

The Management Utilities utilize a server share to perform centralized network deployment of applications and patches. This server share must be accessible using the Authentication template previously created.

Click on Administrator Settings from the Functions Menu.

Next enter the default server share where **Applications** will be stored for the Management Utility to deploy from.

The screenshot shows a web-based configuration interface titled "Details". It has several tabs: "Settings" (selected), "Users", "Restricted Access List", "Blackout Calendar", and "Wake on LAN URL List". The "Settings" tab is active and displays two sections: "Build Information" and "Management Utility Settings".

**Build Information:**

- Application Vendor: SyAM Software
- Installed Version: V5.24
- Build Number: 1579
- Build Date: 20171008
- Database Version: 179

**Management Utility Settings:**

- Patch Download Folder:
- Default Application Path:**  (This field is highlighted with a red box and pointed to by a blue arrow from the text on the left.)
- Days to keep history:

At the bottom of the window are two buttons: "Save Changes" and "Cancel".



# Setting Up Templates

The Management Utilities allow you to create multiple templates for each of the Tasks that it can perform. These templates are used to execute the action chosen by the user.

Click Configure Templates from the Functions Menu. This will expand to show all the Template Options

Click on the appropriate Template Option to bring up those specific templates

## Functions

### Administration Settings

Configure Templates

Authentication

Client Deployment

Discovery

Location/Function

Notifications

Patch Management

Power Settings

Remote Console Settings

Area Manager IP Address

System Alert Matrix

Third Party

Wake On LAN

Manage Job Templates

Network Discovery Wizard

My Settings

Unattended Installation Wizard

View History



# Authentication Template – UAC Targets

Install as Local system must be checked off for UAC Enabled Targets

Domain Admin account details that has rights to install software on the target machines

**Details** **Authentication Settings Template**

Define administrator usernames / passwords used in your network.

Template Name:

Install as local system (the file must be copied to each system before installation) - (UAC)

---

**Impersonation**

**Install impersonating this user on each target machine**

User name:

Password:

Domain:

Grant this user "logon as service" permissions (required unless the account already has this privilege).

Remove "logon as service" permissions when finished (this will remove the privilege from the account, even if it was not granted by this program).

Impersonate this user locally (required if you are not logged in as the above user). This user MUST exist on the local system, and copying locally cannot be enabled!

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**Mac Authentication**

**Enter Mac administrator authentication information**

User name:

Password:

---

**Linux / VMWare ESXi Authentication**

**Enter Linux administrator authentication information**

User name:

Password:

The Management Utility Service must run as the same Domain Account Credentials as used in the UAC Authentication Template



# Authentication Template – Non UAC Targets

Grant, Remove and Impersonate must be checked off for non UAC Targets

Domain Admin account details that has rights to install software on the target machines

**Details** **Authentication Settings Template**

Define administrator usernames / passwords used in your network.

Template Name:

Install as local system (the file must be copied to each system before installation) - (UAC)

Impersonation

Install impersonating this user on each target machine

User name:

Password:

Domain:

Grant this user "logon as service" permissions (required unless the account already has this privilege).

Remove "logon as service" permissions when finished (this will remove the privilege from the account, even if it was not granted by this program).

Impersonate this user locally (required if you are not logged in as the above user). This user MUST exist on the local system, and copying locally cannot be enabled!

Mac Authentication

Enter Mac administrator authentication information

User name:

Password:

Linux / VMWare ESXi Authentication

Enter Linux administrator authentication information

User name:

Password:



# Client Deployment Template - UAC Targets

The Client Deployment Template is used to define the version and configuration that is to be used to install the SyAM System Client software silently across the network without interrupting the user on the target machine.

Template Name →  
Operating System on Target →

Authentication Template for accessing the network share – must be UAC Template →

Executable Name →

Copy Files Locally must be checked off for UAC →

Client Configuration →

**Details** Client Deployment Template

Define the paths to executables used to silently deploy System Clients across your network.

Template Name:

Choose Installation Source

Choose installation source (must be System Client Version 3.3 or above):

Target Platform

Windows  
 Linux  
 Mac OS X  
 VMWare ESXi

Select File

Select the authentication template with credentials to browse the network share entered below

Path to directory containing source executable file (depsvc.exe MUST be present in this directory):

Copy this file locally to each target machine before installing (required if the above is not a network share, cannot be used with local impersonation)  
 Install this file as a PKG

SyAM Software Parameters

Agent with Local Interface  
 Agent only

Client Version (ex 4.32):

Computer Type:

Preferred Language:

Enable SSL:

Install Directory:

Timeout (Minutes):



# Client Deployment Template – Non UAC Targets

Template Name →  
Operating System on Target →

Authentication Template for  
accessing the network share  
– must be Non UAC  
Template →

Executable Name →

Copy Files Locally must not  
be checked off for Non UAC →

Client Configuration →

**Details** Client Deployment Template

Define the paths to executables used to silently deploy System Clients across your network.

Template Name:

---

Choose Installation Source  
Choose installation source (must be System Client Version 3.3 or above):

Target Platform

Windows  
 Linux  
 Mac OS X  
 VMWare ESXi

Select File  
Select the authentication template with credentials to browse the network share entered below

Path to directory containing source executable file (depvc.exe MUST be present in this directory):

Copy this file locally to each target machine before installing (required if the above is not a network share, cannot be used with local impersonation)  
 Install this file as a PKG.

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SyAM Software Parameters

Agent with Local Interface  
 Agent only

Client Version (ex 4.32):

Computer Type:

Preferred Language:

Enable SSL:

Install Directory:

Timeout (Minutes):

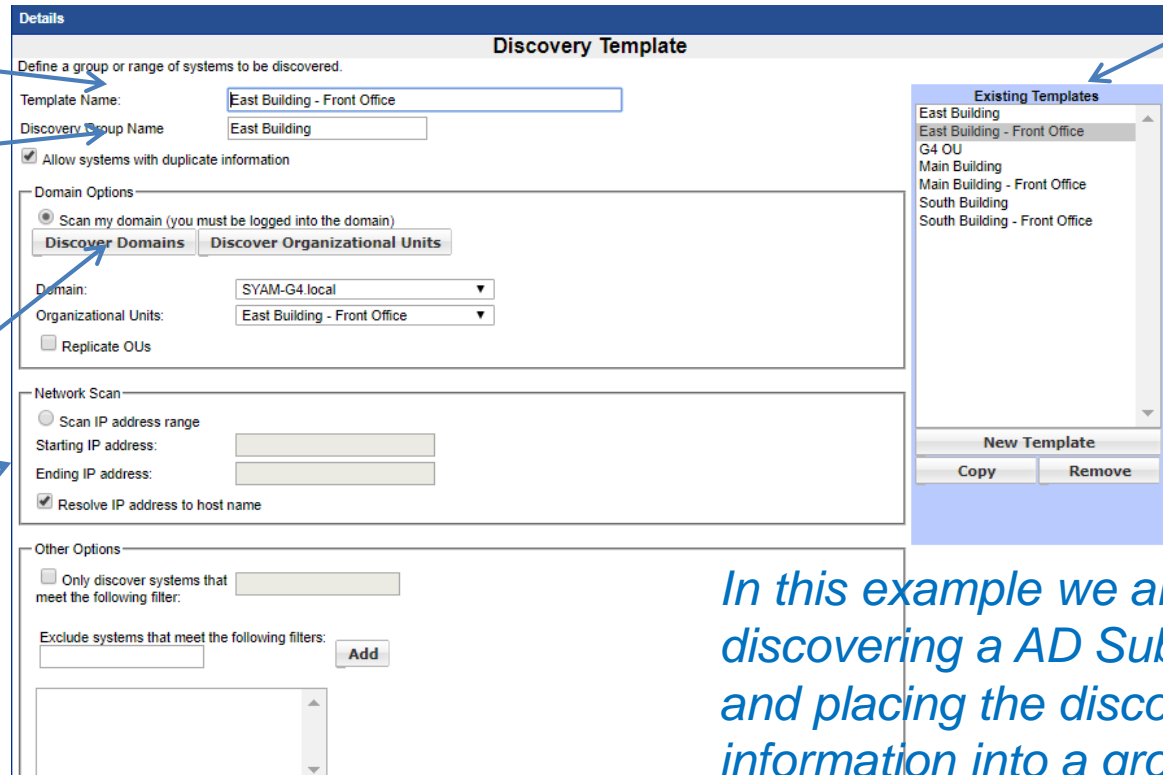
# Discovery Template

The Discovery Template is used to define the method to be used for discovery and current status of systems on the network either by IP ranges or Domain Organizational Units. You can set filters to Include or Exclude specific machine names.

Template Name

Group Name  
(This is the group name where the discovered systems will be shown)

Select the Domain Option and discover the Domain or select Network Scan and enter the details



Existing Templates are listed and can be edited by clicking on them

*In this example we are discovering a AD Sub OU and placing the discovered information into a group called East Building*



# Location and Function Template

- You can specify locations and functions for your systems.
- Location and function may be set separately, or together.
- Choose a template name that reflects what the template does.

**Details**

**Location and Function Template**

Define locations and functions for systems in your network.

Location / Function Template:

Template Name:

Location

Function

**Existing Templates**

East Building - Front Office

Main Building - Front Office

Main Building - Server Room

South Building - Front Office

**New Template**

Define locations and functions for systems in your network.

Location / Function Template:

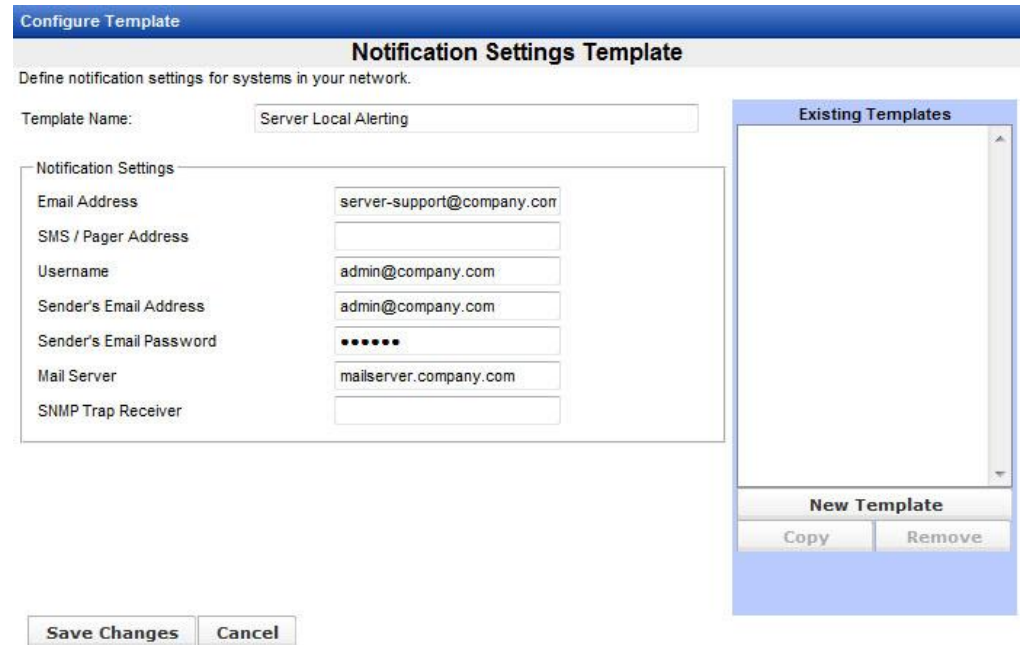
Template Name:

Location

Function

# Notification Settings Template

- System alert notifications (see System Alert Matrix, below) can be sent via email or abbreviated email
- Specify the addresses for these notifications, and enter authentication information for your mail server to allow the emails to be sent.
- You can also specify an IP address where you monitor SNMP traps.



The screenshot shows a web-based configuration interface for a notification template. The window title is 'Configure Template' and the main heading is 'Notification Settings Template'. Below the heading, it says 'Define notification settings for systems in your network.' The 'Template Name' field contains 'Server Local Alerting'. The 'Notification Settings' section includes the following fields:

Email Address	server-support@company.com
SMS / Pager Address	
Username	admin@company.com
Sender's Email Address	admin@company.com
Sender's Email Password	*****
Mail Server	mailserver.company.com
SNMP Trap Receiver	

At the bottom of the main form are 'Save Changes' and 'Cancel' buttons. To the right, there is a panel titled 'Existing Templates' which is currently empty. Below this panel are 'New Template', 'Copy', and 'Remove' buttons.



# System Area Manager IP Address Template

The System Area Manager IP Address Template is where you identify the System Area Manager that the System Client will be programmed to report to.

Details

### System Area Manager IP Address Template

Define the IP address of system area managers in your network.

Template Name:

System Area Manager IP Address

Set agent to report to remote IP via file transfer

System Area Manager IP Address

Set agent to report to this IP  
Please note: this option will only work if the client is not already managed and this utility is on the same IP as the area manager.

Existing Templates

- Area Mgr
- Set to IP Address

New Template

Copy Remove

Save Changes Cancel

Template Name

Use the Set Agent to report to this IP option If the Area Manager is in the same server as the Management Utilities

Existing Templates are listed and can be edited by clicking on them

*In this example we have defined the System Area Manager as the same server running Management Utilities*



# System Area Manager IP Address Template

The System Area Manager IP Address Template is where you identify the System Area Manager that the System Client will be programmed to report to.

Template Name →

Use the Set Agent to report to remote IP option If the Area Manager is on a different server than the Management Utilities

Existing Templates are listed and can be edited by clicking on them

*In this example we have defined the System Area Manager as IP 192.168.200.60 which is a different server than the one running Management Utilities*



# System Alert Matrix Template

- The System Alert Matrix defines how systems will be monitored and what types of notification alerts will be sent. Choose which alerts will be generated (email, SMS text, etc.) for each physical or logical sensor, or choose the No Monitoring option if no alerts are needed.
- For CPU and memory, the reporting thresholds, sample periods, and reset periods can be configured.
- Different templates can be set up to be applied according to the type of system (workstation, notebook, server) or for any other defined groups. When you have made your selections, scroll down and click the Save Changes button.

Configure Template

System Alert Matrix Template

Define system alert matrix settings for systems in your network.

Template Name:

Physical Sensors

Description	No Alerts	Warning Alerts					Critical Alerts						
	No Monitoring	Email	SMS / Pager	System Area Manager	Local Alerting	SNMP Trap	System Event Log	Email	SMS / Pager	System Area Manager	Local Alerting	SNMP Trap	System Event Log
Physical Security	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Fans (RPM)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Temperature (°C)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thermal Controlled Fan	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voltages (v)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power Unit	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>							

Existing Templates

New Template

Copy Remove

Logical Sensors

Description	No Alerts	Warning Alerts					Intervals			
	Threshold	No Monitoring	Email	SMS / Pager	System Area Manager	Local Alerting	SNMP Trap	System Event Log	Sample Period	Reset Period
Network Adapters		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Physical Disks		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Logical Disks (%)	90	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	8 Hr	168 Hr
Managed RAID Controllers		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
CPU Utilization (%)	95	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4 Min	240 Min
Memory Utilization (%)	95	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	4 Min	240 Min
Memory Error Rate	2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	24 Hr	24 Hr
Hardware Asset Change		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Software Asset Change		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

Save Changes Cancel



# Power Setting Template

- Windows Power Plan settings
- Shutdown Schedule
- Advanced Settings
- Check for Activity Timer
  - The period of time from the last keyboard or mouse activity before the shutdown process begin.
- Shutdown Countdown Timer
  - This is the time period that the user is presented to cancel the scheduled shutdown.
- Wait Period before Rechecking
  - This is the time period that the agent will wait before attempting to perform the scheduled shutdown.
- Number of Attempts to Shutdown
  - This is the number of attempts the agent will attempt to perform the scheduled shutdown for that day.
- Application
  - You can enter the name of an application if found to be running it will not perform the scheduled shutdown.
- System Security
  - This feature is used to secure a system against unauthorized access when the user is not present. Use the drop down menu to enable the feature and select the inactivity timeout period. Then choose either to force a logoff of the currently logged-in user, or lock the screen, requiring the user to re-enter a password

**Power Settings Template**

Define power on / off schedules for systems in your network.

Template Name:

**Timeout Settings for AC Main**

Turn off monitor:

Turn off hard disks:

System standby:

Hibernate:

Hybrid Sleep (Windows 7 / 8 only):

**Power Management Scheduler Settings**

Schedule	No Action	Shutdown	Restart	Hibernate	Execute Time
Sunday	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text" value="00:00"/>
Monday	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text" value="17:00"/>
Tuesday	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text" value="17:00"/>
Wednesday	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text" value="17:00"/>
Thursday	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text" value="17:00"/>
Friday	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="text" value="23:00"/>
Saturday	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="text" value="00:45"/>

Apply To All:

**Power On Weekdays Settings**

This setting is only applicable to Macintosh systems running OSX 10.4.x and above

Weekdays:  No Action  Power On

**Advanced Power Management (requires V4 client or above)**

Check for Activity Timer:

Shutdown Countdown Timer:

Wait Period before rechecking:

Number of attempts to shutdown:

**Application**

Excel.exe

Enter application executable name:

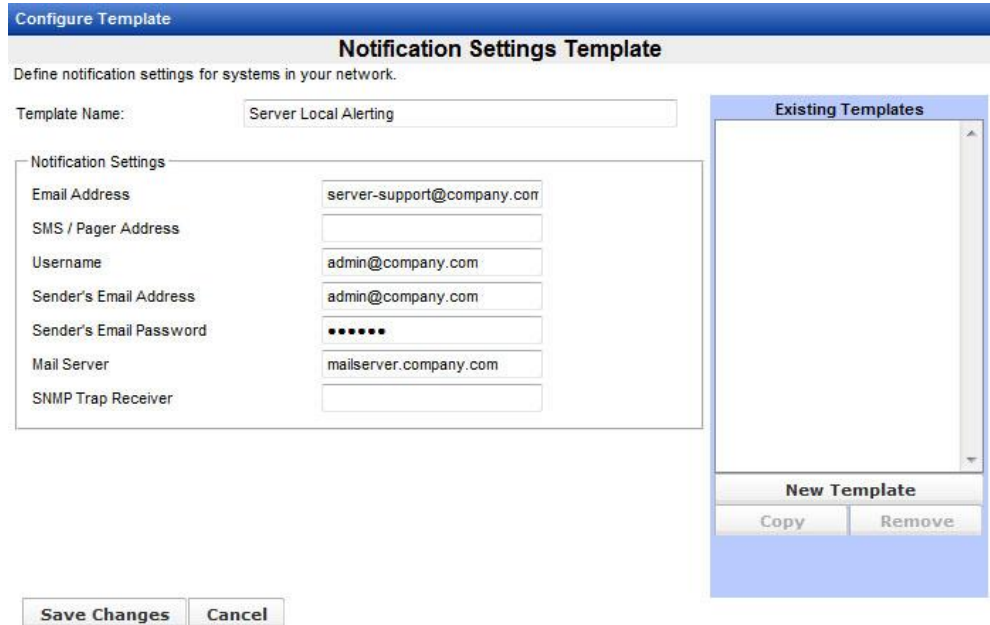
**System Security - User Log Off / Lock Screen Settings**

If a defined application is running the screen will be locked. Check for User Inactivity:

Force Log Off  Lock Screen

# Notification Settings Template

- System alert notifications (see System Alert Matrix, below) can be sent via email or abbreviated email to your cell phone (SMS).
- Specify the addresses for these notifications, and enter authentication information for your mail server to allow the emails to be sent.
- You can also specify an IP address where you monitor SNMP traps.



The screenshot shows a web interface titled "Configure Template" with a sub-header "Notification Settings Template". Below the sub-header is the instruction "Define notification settings for systems in your network." The interface includes a "Template Name" field containing "Server Local Alerting". A "Notification Settings" section contains several input fields: "Email Address" (server-support@company.com), "SMS / Pager Address" (empty), "Username" (admin@company.com), "Sender's Email Address" (admin@company.com), "Sender's Email Password" (masked with dots), "Mail Server" (mailserver.company.com), and "SNMP Trap Receiver" (empty). At the bottom of this section are "Save Changes" and "Cancel" buttons. To the right is a panel titled "Existing Templates" which is currently empty, with "Copy" and "Remove" buttons below it.



# Remote Console Settings Template

## Configure Template

### Remote Console Settings Template

Define remote console settings for systems in your network.

Template Name:

#### Incoming Connections

Accept Incoming Connections

Password (limited to 8 characters):

#### Update Handling

Poll Full Screen (recommended for x64 targets)

Poll Foreground Window

Poll Window Under Cursor

#### Accept Remote Console Connection Options

Display Connection Window

AutoAccept

Timeout (seconds):

AutoReject

#### Connection Settings

Disable Remote Keyboard and Pointer

Remove Desktop Wallpaper

#### Existing Templates

#### New Template





# Wake-on-LAN Template – Local Subnet

- To wake systems on the same subnet as the Management Utilities server, select Local Subnet Broadcast and enter the broadcast subnet IP address.
- Because routers do not normally forward broadcast packets, two features are available to wake systems on another subnet.

The screenshot shows a web-based configuration interface for a 'Wake On LAN Template'. The title bar reads 'Configure Template' and the main heading is 'Wake On LAN Template'. Below the heading, it says 'Define the settings for wake on LAN commands issued to systems in your network.' The 'Template Name' field contains 'Local Subnet'. Under 'Wake On LAN Settings', there are three radio button options: 'Local Subnet Broadcast' (selected), 'Unicast packet to target system in another subnet', and 'Relay broadcast to another subnet'. A 'Broadcast Subnet' field contains '255.255.255.0'. At the bottom are 'Save Changes' and 'Cancel' buttons. On the right, an 'Existing Templates' panel lists 'Local Subnet' and 'Relay 200 Network', with 'Copy' and 'Remove' buttons below.



# Wake-on-LAN Template – Unicast Packet

- A unicast packet can be sent to a target system.
- The nearest router to the target system must have a static entry in its ARP table for that system.

The screenshot shows a web-based configuration interface for a 'Wake On LAN Template'. The main title is 'Configure Template' and the specific template is 'Wake On LAN Template'. Below the title, there is a sub-header 'Wake On LAN Template' and a description: 'Define the settings for wake on LAN commands issued to systems in your network.' The 'Template Name' field is set to 'Unicast Packet'. The 'Wake On LAN Settings' section contains three radio button options: 'Local Subnet Broadcast', 'Unicast packet to target system in another subnet' (which is selected), and 'Relay broadcast to another subnet'. A note below the options states: 'The closest router to the target system MUST have a corresponding static entry in the ARP table.' At the bottom of the settings area are 'Save Changes' and 'Cancel' buttons. On the right side, there is a panel titled 'Existing Templates' with a list containing 'Local Subnet' and 'Relay 200 Network'. Below this panel is a 'New Template' section with 'Copy' and 'Remove' buttons.



# Wake on LAN Template – Broadcast Relay

- The Broadcast Relay feature sends a wake packet through a relay system on the target subnet.
- The relay system must be running the System Client and must be managed by the System Area Manager.
- To configure a template using broadcast relay, enter the broadcast subnet IP and the name or IP address of the relay system.

The screenshot shows a web-based configuration interface for a 'Wake On LAN Template'. The title bar reads 'Configure Template' and the main heading is 'Wake On LAN Template'. Below the heading, it says 'Define the settings for wake on LAN commands issued to systems in your network.' The 'Template Name' field contains 'Relay 200 Network'. The 'Wake On LAN Settings' section asks to 'Please select one of the options below:' and has three radio buttons: 'Local Subnet Broadcast', 'Unicast packet to target system in another subnet', and 'Relay broadcast to another subnet' (which is selected). Below this, the 'Broadcast Subnet' field contains '255.255.255.0'. A note states: 'System must have the client installed and managed, be powered on, and in the same physical LAN segment as the target systems.' There are two radio buttons for the relay system: 'Name' (unselected) and 'IP Address' (selected). The 'IP Address' field contains '192.168.200.29'. At the bottom are 'Save Changes' and 'Cancel' buttons. On the right side, there is a panel titled 'Existing Templates' with a list containing 'Local Subnet' and 'Relay 200 Network'. Below this is a 'New Template' section with 'Copy' and 'Remove' buttons.

# Manage Job Template

- Creating a job template in the Manage Job Template section allows you to retrieve and use that template at any time to any systems
- It is recommended to use Templates when many tasks are required

**Details**

**Add / Edit A Job...**

Create a job that will run one or more times using templates that you have created.

**Job Details**

Job Name:

Save Job as Template

Create groups for failure codes

**Schedule Summary...**

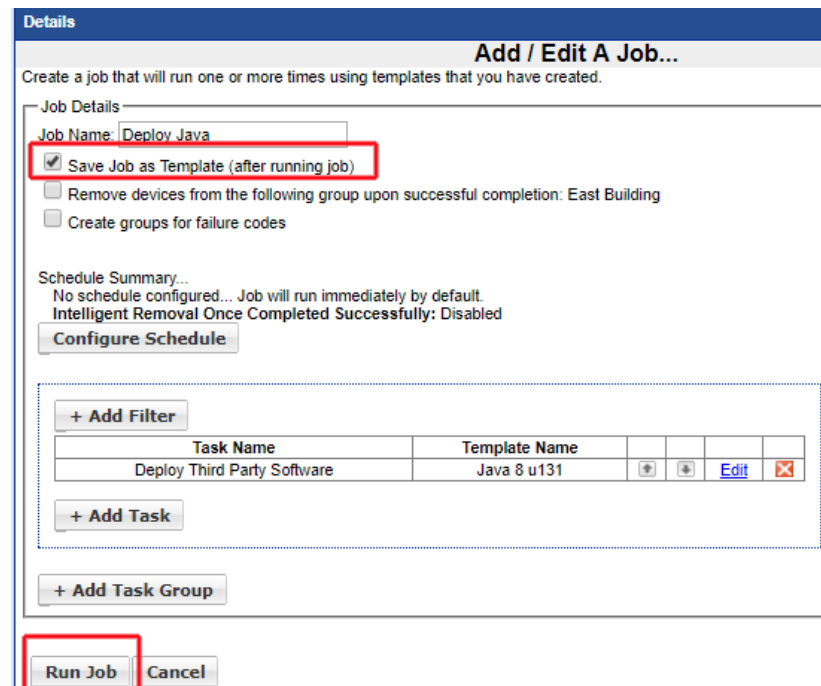
Intelligent Removal Once Completed Successfully: Disabled

Run Time: Immediately

Task Name	Template Name				
Deploy Third Party Software	Flash 27 Firefox	*	*	<a href="#">Edit</a>	✖
Deploy Third Party Software	Flash Chrome	*	*	<a href="#">Edit</a>	✖
Deploy Third Party Software	Flash ie	*	*	<a href="#">Edit</a>	✖
Deploy Third Party Software	Flash - Disable Auto Updating	*	*	<a href="#">Edit</a>	✖

# Save Job as Template

- You can also save a job that you are creating as a job template for use again on other systems
- Click the checkbox to Save Job as Template and I will be saved when you press the Run Job Button



**Details**

**Add / Edit A Job...**

Create a job that will run one or more times using templates that you have created.

**Job Details**

Job Name:

Save Job as Template (after running job)

Remove devices from the following group upon successful completion: East Building

Create groups for failure codes

**Schedule Summary...**

No schedule configured... Job will run immediately by default.  
Intelligent Removal Once Completed Successfully: Disabled

Task Name	Template Name				
Deploy Third Party Software	Java 8 u131			<a href="#">Edit</a>	<a href="#">X</a>