

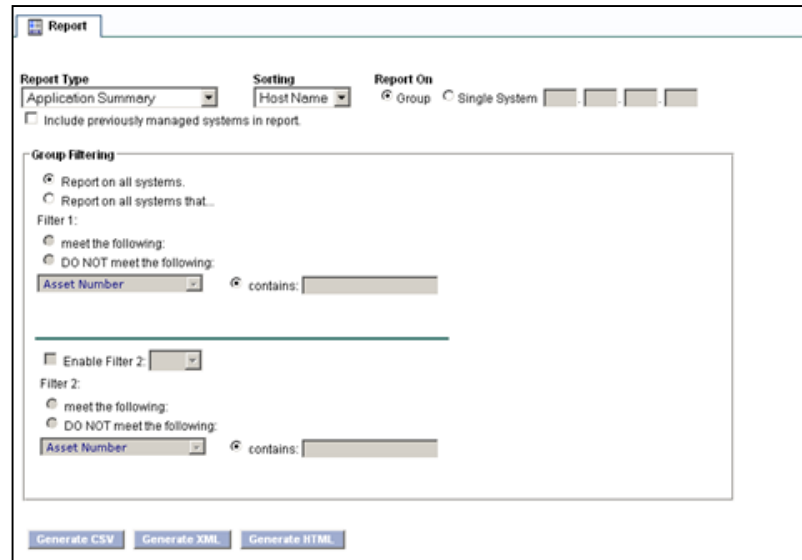


# System Area Manager - Reporting

Product Training

# Reports

- System Area Manager can run a variety of reports on the managed systems being monitored.
- The database also includes data on systems that have been removed and are no longer under management. To include this information simply check the **Include Previously Managed Systems in Report** box.



The screenshot shows the 'Report' configuration window. It includes the following elements:

- Report Type:** A dropdown menu set to 'Application Summary'.
- Sorting:** A dropdown menu set to 'Host Name'.
- Report On:** Radio buttons for 'Group' (selected) and 'Single System', followed by four empty checkboxes.
- Include previously managed systems in report:** An unchecked checkbox.
- Group Filtering:** A section with radio buttons for 'Report on all systems.' (selected) and 'Report on all systems that...'. Below this are two filter sections:
  - Filter 1:** Radio buttons for 'meet the following:' (selected) and 'DO NOT meet the following:'. A dropdown menu is set to 'Asset Number', and a radio button for 'contains:' is selected next to an empty text input field.
  - Filter 2:** An unchecked checkbox for 'Enable Filter 2:'. Below it, radio buttons for 'meet the following:' and 'DO NOT meet the following:'. A dropdown menu is set to 'Asset Number', and a radio button for 'contains:' is selected next to an empty text input field.
- Buttons:** 'Generate CSV', 'Generate XML', and 'Generate HTML' buttons at the bottom.



# Report Types

- There are 10 different report types to choose from:
  - Application Summary
  - Asset Details
  - Asset List
  - Asset Summary
  - Operating System Summary
  - User Audit
  - Local Alert
  - Application Utilization
  - Power Hours Summary
  - Power Hours Detail
- The reports can be generated in CSV XML and HTML format



# Report Filters

- Choose the Report Type
- Set Sorting of the report
- Enable Group filtering if required
- Choose the filter 1 settings
- Choose the filter 2 settings required
- Run the you report output required

**Report**

Report Type:     Sorting:     Report On:  Group     Single System     .  .  .

Include previously managed systems in report.

**Group Filtering**

Report on all systems.  
 Report on all systems that...

Filter 1:

meet the following:  
 DO NOT meet the following:

    is:      contains:

---

Enable Filter 2:

Filter 2:

meet the following:  
 DO NOT meet the following:

    is:      contains:



# Example Filtering

- List all Computers that have Skype Installed

Report Type: Asset List  
Sorting: Host Name  
Report On:  Group  Single System  
 Include previously managed systems in report.

### Group Filtering

- Report on all systems.
- Report on all systems that...

Filter 1:

- meet the following:
- DO NOT meet the following:

Installed Applications:  contains: skype

Machine Name	IP Address	Operating System	Location
ADMIN-HP	192.168.200.52	Microsoft Windows 7 Professional 64-bit	
HP-ALLIN1	192.168.200.162	Microsoft Windows 7 Professional 64-bit	Joeys Office
HPZ1-G2	192.168.200.18	Microsoft Windows 8.1 Pro 64-bit	Nicks Office
WORKSTATION-IAN	192.168.200.115	Microsoft Windows 7 Professional 32-bit	Office

Tue Nov 26 14:38:34 EST 2013



# Example Filtering

- Give a count of systems by Windows Operating System that are missing Security fix KB887787

Report Type:  Sorting:  Report On:  Group  Single System

Include previously managed systems in report.

**Group Filtering**

Report on all systems.  
 Report on all systems that..

Filter 1:  
 meet the following:  
 DO NOT meet the following:  
  contains:

---

Enable Filter 2:

Filter 2:  
 meet the following:  
 DO NOT meet the following:  
  is:   
 contains:

Operating System	OS Version	OS Service Pack	Total
Microsoft Windows 7 Enterprise 64-bit	6.1.7601	Service Pack 1	1
Microsoft Windows 7 Enterprise N 64-bit	6.1.7601	Service Pack 1	1
Microsoft Windows 7 Professional 32-bit	6.1.7601	Service Pack 1	2
Microsoft Windows 7 Professional 64-bit	6.1.7601	Service Pack 1	16
Microsoft Windows 7 Ultimate 64-bit	6.1.7601	Service Pack 1	1
Microsoft Windows 8 Enterprise 64-bit	6.2.9200		1
Microsoft Windows 8 Pro 32-bit	6.2.9200		1
Microsoft Windows 8.1 32-bit	6.3.9600		1
Microsoft Windows 8.1 Pro 64-bit	6.3.9600		1
Microsoft Windows Server 2008 R2 Enterprise 64-bit	6.1.7601	Service Pack 1	1
Microsoft Windows Server 2012 R2 Standard 64-bit	6.3.9600		1
Microsoft Windows XP Professional	5.1.2600	Service Pack 3	1
Microsoft® Windows Vista™ Ultimate 32-bit	6.0.6002	Service Pack 2	1



# Exmple Filtering

- List how many versions I have of Adobe reader installed

Report

Report Type: Application Summary | Sorting: Host Name | Report On:  Group  Single System

Include previously managed systems in report.

Group Filtering

Report on all systems.  
 Report on all systems that...

Filter 1:  
 meet the following:  
 DO NOT meet the following:

Installed Applications | contains: adobe reader

Installed Applications - Name	Version	Vendor	Total
7-Zip 9.20			1
Acrobat.com	1.6.65	Adobe Systems Incorporated	1
Adobe AIR	1.1.0.5790	Adobe Systems Inc.	1
Adobe AIR	1.5.0.7220	Adobe Systems Inc.	1
Adobe Flash Player 11 ActiveX	11.2.202.233	Adobe Systems Incorporated	1
Adobe Flash Player 11 ActiveX	11.2.202.235	Adobe Systems Incorporated	1
Adobe Flash Player 11 ActiveX	11.8.800.175	Adobe Systems Incorporated	1
Adobe Flash Player 11 Plugin	11.9.900.117	Adobe Systems Incorporated	1
Adobe Illustrator CS4	14.0	Adobe Systems Incorporated	1
Adobe Media Player	1.1	Adobe Systems Incorporated	1
Adobe Photoshop CS3	10.0	Adobe Systems Incorporated	1
Adobe Reader 9.1	9.1.0	Adobe Systems Incorporated	1
Adobe Reader X (10.1.8)	10.1.8	Adobe Systems Incorporated	1
Adobe Reader XI (11.0.05)	11.0.05	Adobe Systems Incorporated	3
AMD Catalyst Install Manager	3.0.851.0	Advanced Micro Devices, Inc.	1
Apple Application Support	2.3.6	Apple Inc.	1
Apple Software Update	2.1.3.127	Apple Inc.	1
Autolt v3.3.8.1		Autolt Team	1
AVG 2013	2013.0.2904	AVG Technologies	1
Broadcom DASH Management Application	12.08.01	Broadcom Corporation	1
Broadcom NetXtreme-I Netlink Driver and	15 0 8 3	Broadcom Corporation	1



## Operating System Summary

<input type="button" value="Print"/> <input type="button" value="Close Window"/>			
Operating System	OS Version	OS Service Pack	Total
Microsoft Windows 7 Enterprise 64-bit	6.1.7601	Service Pack 1	2
Microsoft Windows 7 Professional 64-bit	6.1.7600		1
Microsoft Windows 8 Enterprise 32-bit	6.2.9200		1
Microsoft Windows 8 Enterprise 64-bit	6.2.9200		1
Microsoft(R) Windows(R) Server 2003, Enterprise Edition	5.2.3790	Service Pack 2	1

Thu Apr 11 10:08:25 EDT 2013

## Application Summary

<input type="button" value="Print"/> <input type="button" value="Close Window"/>			
Installed Applications - Name	Version	Vendor	Total
7-Zip 9.20			1
Adobe Photoshop CS3	10.0	Adobe Systems Incorporated	1
Adobe Reader X (10.1.2)	10.1.2	Adobe Systems Incorporated	1
Adobe Reader X (10.1.6)	10.1.6	Adobe Systems Incorporated	1
Compare It!	4.1	Grig Software	1
CVSNT 2.5.05.3744	2.5.05.3744	March Hare Software	1
Dotfuscator Software Services - Community Edition	5.0.2500.0	PreEmptive Solutions	1
Entity Framework Designer for Visual Studio 2012 - enu	11.1.20702.00	Microsoft Corporation	1
Google Chrome	26.0.1410.64	Google Inc.	1
Hotfix for Microsoft .NET Framework 3.5 SP1 (KB953595)	1	Microsoft Corporation	1





# Asset List

Machine Name	IP Address	Operating System	Location
PDSMI-2K03-X86	192.168.100.157	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	
POWERMONITOR	192.168.200.2	Microsoft Windows 7 Enterprise 64-bit	
SYAM-TABLET	192.168.200.65	Microsoft Windows 8 Enterprise 32-bit	
VM-WIN7X64-PC	192.168.100.56	Microsoft Windows 7 Professional 64-bit	

## Asset Summary

Machine Name: PDSMI-2K03-X86   System State: Unreachable	
IP Address	192.168.100.157
Operating System	Microsoft(R) Windows(R) Server 2003, Enterprise Edition
OS Version	5.2.3790
OS Service Pack	Service Pack 2
Location	
Function	
Asset Number	
Asset Value	0
Asset Date Installed	
Owner	
Machine Model	PDSMi
Serial Number	0123456789
Inventory Number	
Manufacturer	Supermicro
Number of Logical CPUs	1
Processor Model	Intel(R) Celeron(R) CPU 2.53GHz
Number of Memory Banks Used	1
Physical Memory	512 MB
Virtual Memory	1.22 GB
Number of Logical Drives	2
Total Disk Capacity Available	27.89 GB
Installed Applications	66
Installed Drivers	0
Machine Name: POWERMONITOR   System State: Normal	
IP Address	192.168.200.2
Operating System	Microsoft Windows 7 Enterprise 64-bit
OS Version	6.1.7601
OS Service Pack	Service Pack 1
Location	
Function	
Asset Number	
Asset Value	0
Asset Date Installed	
Owner	
Machine Model	D945GLF_
Serial Number	
Inventory Number	
Manufacturer	INTEL

## Asset Details

Machine Name: PDSMI-2K03-X86   System State: Unreachable		
IP Address	192.168.100.157	
Domain/Workgroup	mgmt-util-test.local	
Operating System	Microsoft(R) Windows(R) Server 2003, Enterprise Edition	
OS Version	5.2.3790	
OS Service Pack	Service Pack 2	
Location		
Function		
Asset Number		
Asset Value	0	
Asset Date Installed		
Owner		
Machine Model	PDSMi	
Serial Number	0123456789	
Inventory Number		
Manufacturer	Supermicro	
Board		
Number of Logical CPUs	1	
Processor Model	Intel(R) Celeron(R) CPU 2.53GHz	
Manufacturer	GenuineIntel	
Clock Speed	2527	
Model	PDSMi	
Manufacturer	Supermicro	
Serial Number	0123456789	
BIOS Manufacturer	Phoenix Technologies LTD	
BIOS Release Date	20051214*****+***	
SMBIOS Rev	2.4	
Maximum Supported Memory	4.00 GB	
Memory Slots	4	
Sensor Devices		
Display Adapter		
Model	RAGE XL PCI Family (Microsoft Corporation)	
Memory	8	
Monitor Name	SAMSUNG	
Monitor Serial Number	HDBXA02859	
Memory		
Location	Size (MB)	Label
DIMM#1A	512 MB	Bank 1
Total	512 MB	In Use
Physical Memory		236 MB



## Power Hours Detail

2013-Nov-25 00:00 2013-Nov-26 00:00

Machine Name	Location	Number of Hours On	Number of Hours Suspended	Number of Hours Off	% Powered Off by Client	% Powered Off by User	Watts
HPZ1-G2	Nicks Office	13.17	0	10.83	100	0	411
HS-4	Office	24	0	0	0	0	581
HS-8	Office	24	0	0	0	0	580
MS-6	Office	24	0	0	0	0	580
MS-7	Office	24	0	0	0	0	578
PETERTUERK-PC	Office	24	0	0	0	0	0
SM3330	Office	24	0	0	0	0	423
TCL	Office	24	0	0	0	0	0
SYAMAPPLIANCE3	Test 2	24	0	0	0	0	415
<b>Total</b>		<b>205.17</b>	<b>0</b>	<b>10.83</b>	<b>100</b>	<b>0</b>	<b>3568</b>

Tue Nov 26 14:17:35 EST 2013

## Power Hours Summary

2013-Nov-25 00:00 2013-Nov-26 00:00

Location	Number of Systems	Number of Hours On	Number of Hours Suspended	Number of Hours Off	% Powered Off by Client	% Powered Off by User	Watts
Nicks Office	1	13.17	0	10.83	100	0	411
Office	7	168	0	0	0	0	2742
Test 2	1	24	0	0	0	0	415
<b>Total</b>	<b>9</b>	<b>205.17</b>	<b>0</b>	<b>10.83</b>	<b>100</b>	<b>0</b>	<b>3568</b>

Tue Nov 26 14:18:55 EST 2013



# User Audit

Print

Close Window

2013-Apr-10 10:09 2013-Apr-11 10:09

User Name	Machine Name	IP Address	Domain/Workgroup	Date	Action
John	SYAM-TABLET	192.168.200.65	WORKGROUP	2013-Apr-10 17:46	Log Out
John	SYAM-TABLET	192.168.200.65	WORKGROUP	2013-Apr-11 09:29	Log In
Michael	WORKSTATION-CN2	192.168.200.86	manut-util.st.local	2013-Apr-11 03:27	Log Out
Michael			st.local	2013-Apr-11 08:08	Log In

Report - Windows Internet Explorer

http://192.168.200.29:3930/syam/reports?SubCMD=html&CMD=report&reportType=6&qtime=1&datetype

Print Close Window

2010-Dec-14 14:42 2010-Dec-21 14:42

User Name	Machine Name	IP Address	Domain	Date Stamp	Action Type
Ryan	Q57TM	192.168.200.29	WORKGROUP	2010-Dec-16 12:40	Log-In
Ryan	Q57TM	192.168.200.29	WORKGROUP	2010-Dec-21 09:41	Log-Out
Ryan	Q57TM	192.168.200.29	WORKGROUP	2010-Dec-21 09:42	Log-In
Ryan	Q57TM	192.168.200.29	WORKGROUP	2010-Dec-21 14:25	Log-Out
Administrator	Q57TM	192.168.200.29	WORKGROUP	2010-Dec-21 14:26	Log-In
Ryan	Q57TM	192.168.200.29	WORKGROUP	2010-Dec-21 14:29	Log-In

Tue Dec 21 14:42:53 EST 2010

Done Internet | Protected Mode: Off 100%



# User Audit – No Filtering

## Report Type

User Audit   Last 24 hours   From:   To:

Include previously managed systems in report.

## Group Filtering

- Report on all systems.
- Report on all systems that...

### Filter 1:

- meet the following:
- DO NOT meet the following:

User Name   contains:

2013-Nov-25 14:28 2013-Nov-26 14:28

User Name	Machine Name	IP Address	Domain/Workgroup	Date	Action
Administrator	ADMIN-HP	192.168.200.52	WORKGROUP	2013-Nov-25 16:02	Log In
Joey Hogan	HP-ALLIN1	192.168.200.162	WORKGROUP	2013-Nov-25 15:59	Log Out
Joey Hogan	HP-ALLIN1	192.168.200.162	WORKGROUP	2013-Nov-26 09:39	Log In
nick thickins	HPZ1-G2	192.168.200.18	WORKGROUP	2013-Nov-25 18:03	Log Out
nick thickins	HPZ1-G2	192.168.200.18	WORKGROUP	2013-Nov-26 06:36	Log In
Michael Brown	WORKSTATION-IAN	0.0.0.0	WORKGROUP	2013-Nov-26 09:18	Log In

Tue Nov 26 14:28:13 EST 2013



# User Audit – User Name

## Report Type

User Audit   Last 7 days   From:   To:

Include previously managed systems in report.

## Group Filtering

- Report on all systems.  
 Report on all systems that...

### Filter 1:

- meet the following:  
 DO NOT meet the following:

User Name   contains:

2013-Nov-19 14:31 2013-Nov-26 14:31

User Name	Machine Name	IP Address	Domain/Workgroup	Date	Action
Joey Hogan	HP-ALLIN1	192.168.200.162	WORKGROUP	2013-Nov-19 16:42	Log Out
Joey Hogan	HP-ALLIN1	192.168.200.162	WORKGROUP	2013-Nov-20 07:39	Log In
Joey Hogan	HP-ALLIN1	192.168.200.162	WORKGROUP	2013-Nov-20 15:29	Log Out
Joey Hogan	HP-ALLIN1	192.168.200.162	WORKGROUP	2013-Nov-21 09:37	Log In
Joey Hogan	HP-ALLIN1	192.168.200.162	WORKGROUP	2013-Nov-21 16:37	Log Out
Joey Hogan	HP-ALLIN1	192.168.200.162	WORKGROUP	2013-Nov-22 09:16	Log In
Joey Hogan	HP-ALLIN1	192.168.200.162	WORKGROUP	2013-Nov-22 17:00	Log Out
Joey Hogan	HP-ALLIN1	192.168.200.162	WORKGROUP	2013-Nov-25 09:41	Log In
Joey Hogan	HP-ALLIN1	192.168.200.162	WORKGROUP	2013-Nov-25 15:59	Log Out
Joey Hogan	HP-ALLIN1	192.168.200.162	WORKGROUP	2013-Nov-26 09:39	Log In

Tue Nov 26 14:31:39 EST 2013



# User Audit – Machine Name

## Report Type

User Audit  Last 7 days  From:  To:

Include previously managed systems in report.

## Group Filtering

- Report on all systems.  
 Report on all systems that..

Filter 1:

- meet the following:  
 DO NOT meet the following:

Machine Name  contains:

2013-Nov-19 14:30 2013-Nov-26 14:30

User Name	Machine Name	IP Address	Domain/Workgroup	Date	Action
Administrator	SYAMAPPLIANCE3	192.168.200.10	WORKGROUP	2013-Nov-21 10:21	Log Out
Administrator	SYAMAPPLIANCE3	192.168.200.10	WORKGROUP	2013-Nov-21 10:26	Log In
Administrator	SYAMAPPLIANCE3	192.168.200.10	WORKGROUP	2013-Nov-21 10:29	Log Out
Administrator	SYAMAPPLIANCE3	192.168.200.10	WORKGROUP	2013-Nov-21 13:13	Log In

Tue Nov 26 14:30:27 EST 2013

# Local Alert

Report - Windows Internet Explorer

http://192.168.100.12:3930/syam/reports?SubCMD=html&CMD=report&reportType=7&qtimeb=0&dateyp

Print Close Window

2011-Apr-18 17:13 2011-Apr-19 17:13

Message	Status	Event Time	Ac
ZD865GBF (192.168.100.12) Mon Apr 18 19:23:57 EDT 2011: Physical Memory Utilization [ Total Physical Memory % ] 53 exceeded warning threshold 1	Not Acknowledged	2011-Apr-18 19:23	
ZD865GBF (192.168.100.12) Mon Apr 18 19:23:57 EDT 2011: Physical Memory Utilization [ Total Virtual Memory % ] 38 exceeded warning threshold 1	Not Acknowledged	2011-Apr-18 19:23	
ZD865GBF (192.168.100.12) Mon Apr 18 23:24:02 EDT 2011: Physical Memory Utilization [ Total Physical Memory % ] 54 exceeded warning threshold 1	Not Acknowledged	2011-Apr-18 23:24	
ZD865GBF (192.168.100.12) Mon Apr 18 23:24:02 EDT 2011: Physical Memory Utilization [ Total Virtual Memory % ] 38 exceeded warning threshold 1	Not Acknowledged	2011-Apr-18 23:24	
ZD865GBF (192.168.100.12) Tue Apr 19 03:25:02 EDT 2011: Physical Memory Utilization [ Total Physical Memory % ] 54 exceeded warning threshold 1	Not Acknowledged	2011-Apr-19 03:25	
ZD865GBF (192.168.100.12) Tue Apr 19 03:25:02 EDT 2011: Physical Memory Utilization [ Total Virtual Memory % ] 38 exceeded warning threshold 1	Not Acknowledged	2011-Apr-19 03:25	
ZD865GBF (192.168.100.12) Tue Apr 19 07:25:07 EDT 2011: Physical Memory Utilization [ Total Physical Memory % ] 54 exceeded warning threshold 1	Not Acknowledged	2011-Apr-19 07:25	
ZD865GBF (192.168.100.12) Tue Apr 19 07:25:07 EDT 2011: Physical Memory Utilization [ Total Virtual Memory % ] 38 exceeded warning threshold 1	Not Acknowledged	2011-Apr-19 07:25	
ZD865GBF (192.168.100.12) Tue Apr 19 11:25:15 EDT 2011: Physical Memory Utilization [ Total Physical Memory % ] 55 exceeded warning threshold 1	Not Acknowledged	2011-Apr-19 11:25	
ZD865GBF (192.168.100.12) Tue Apr 19 11:25:15 EDT 2011: Physical Memory Utilization [ Total Virtual Memory % ] 39 exceeded warning threshold 1	Not Acknowledged	2011-Apr-19 11:25	
ZD865GBF (192.168.100.12) Tue Apr 19 15:26:14 EDT 2011: Physical Memory Utilization [ Total Virtual Memory % ] 39 exceeded warning threshold 1	Not Acknowledged	2011-Apr-19 15:26	
ZD865GBF (192.168.100.12) Tue Apr 19 15:26:14 EDT 2011: Physical Memory Utilization [ Total Physical Memory % ] 55	Not Acknowledged	2011-Apr-19 15:26	

Done Internet | Protected Mode: Off 100%



# Application Utilization

- The Application Utilization Report contains the following information:
  - Application Name
  - User Name
  - Machine Name
  - Minutes Run
  - Frequency Of Use
- This report can show which users or machines are using certain applications





# Application Utilization – Application Name

Report

## Report Type

Application Utilization

## Sorting

Application Name

## Report On

Application Name adobe

Include previously managed systems in report.

All

From: [ ] To: [ ]

## Group Filtering

- Report on all systems.
- Report on all systems that..

Report Range: All Records

Application Name: adobe

Application Name	User Name	Machine Name	Minutes Run	Frequency Of Use
Adobe Illustrator CS4	Joey Hogan	HP-ALLIN1	240	8
Adobe Photoshop CS3	Joey Hogan	HP-ALLIN1	15	2
Adobe Reader X (10.1.7)	Accountant	SM3330	5	1
Adobe Reader XI (11.0.04)	Administrator	SYAMAPPLIANCE3	5	1

Tue Nov 26 14:23:24 EST 2013



# Application Utilization – User Name

**Report**

Report Type: Application Utilization      Sorting: User Name      Report On: User Name peter

Include previously managed systems in report.

All       From:      To:

**Group Filtering**

Report on all systems.  
 Report on all systems that...

Report Range: All Records      User Name: peter

User Name	Application Name	Machine Name	Minutes Run	Frequency Of Use
PeterTuerk	Java - SyAMAgent/src/com/syam/smcp/SMCPMessage.java - ADT	PETERTUERK-PC	580	4
PeterTuerk	Java - SyAMSystemClient/res/values/strings.xml - ADT	PETERTUERK-PC	170	1
PeterTuerk	Microsoft Office Professional Plus 2010	PETERTUERK-PC	680	10
PeterTuerk	Java - SyAMAgent/src/com/syam/main/SMCPAlert.java - ADT	PETERTUERK-PC	130	2
PeterTuerk	Java - CentralMonitor/src/com/syam/smcp/SMCPKeys.java - ADT	PETERTUERK-PC	15	1



# Application Utilization – Machine Name

Report

Report Type

Application Utilization

Sorting

Machine Name

Report On

Machine Name appliance

Include previously managed systems in report.

All

From: To:

Group Filtering

- Report on all systems.  
 Report on all systems that...

Report Range: All Records

Machine Name:  
appliance

Machine Name	Application Name	User Name	Minutes Run	Frequency Of Use
SYAMAPPLIANCE3	Update KB2729449 Uninstallation	Administrator	20	1
SYAMAPPLIANCE3	Update KB2742595 Uninstallation	Administrator	10	1
SYAMAPPLIANCE3	Update KB2737019 Uninstallation	Administrator	10	1
SYAMAPPLIANCE3	Windows Internet Explorer	Administrator	5	1
SYAMAPPLIANCE3		Administrator	130	2
SYAMAPPLIANCE3	Wireshark 1.10.2 (64-bit) Setup	Administrator	5	1
SYAMAPPLIANCE3	Adobe Reader XI (11.0.04)	Administrator	5	1
SYAMAPPLIANCE3	Setup	Administrator	85	9
SYAMAPPLIANCE3	Update KB2835393 Uninstallation	Administrator	15	1
SYAMAPPLIANCE3	Uninstall	Administrator	5	1
SYAMAPPLIANCE3	web.config - Microsoft Visual Studio Tools for Applications 2.0	Administrator	5	1
SYAMAPPLIANCE3	Setup - SyAM Software Site Manager	Administrator	15	3